

MAYOR'S REPORT
on
Financial and Administrative Activities
Fiscal Year 2012



Issued August 2012

William F. Scanlon, Jr.
Mayor of Beverly

This report is prepared in accordance with Section 3-6, Paragraph (a) of the Beverly City Charter.

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THE YEAR IN REVIEW

The fiscal year which ended June 30, 2012 was a particularly good year for the City of Beverly. The health care reform act passed by the State Legislature in 2011 took effect in April 2012 for the City of Beverly, thus lowering our health care costs. This reduction also bodes well for the new fiscal year which began on July 1, 2012. Negotiations between the City and the Insurance Advisory Commission made up of union presidents were amicable and Plan Design changes were agreed. As a result, no one had to change doctors or hospitals.

In addition, the winter of 2012 was very mild thus generating a favorable snow and ice removal variance, a most unusual outcome.

The year gone by saw the Beverly High School project reach completion and gave an opportunity for many members of the community to tour this successful finished product, the City's largest ever municipal project.

The total revenue from building permits issued in the fiscal year reached \$1,000,000, twice the budgeted amount. Included in this sum was the ongoing upgrading of the Endicott College facility and the ongoing expansion of Cell Signaling Corporation.

The year past saw the Beverly Dog Park located at the Beverly airport become reality. We finally found a place that appealed to dog owners and did not raise any objections from other members of the public. The park is in use daily for all dogs registered in Beverly.

We inched closer to the MBTA Commuter Rail Parking Garage now slated for groundbreaking in November 2012. A new housing project on Rantoul Street was completed. We received a grant of nearly \$1.4 million to upgrade our commercial marina. Beverly took the necessary steps to become a Green Community and was accepted as such. Further improvements were made to the Carriage House and on May 20th, more than 1,000 people toured the facility. The tradition of the Beverly Grand Prix bike race was successfully continued with a thrilling closing race.

Beverly residents continued their very successful efforts to recycle and have now reduced trash going to the incinerator by over 6,000 tons (12,000,000 lbs) per year. To all who made this possible, I say thank you.

Strong emphasis was put by me on spending more money on our roads and sidewalks and for the new fiscal year, we found a way to budget \$600,000 of city funds for this purpose along with over \$1,000,000 of Chapter 90 funds from the State. Even these sums are clearly insufficient and as Mayor, I proposed an 11 cent per day per household increase in the so-called Trash Fee. I did so solely to lower the General Fund contribution to trash costs so as to free up funds to spend more on the streets and sidewalks. Perhaps the message did not get out clearly. Only those who looked narrowly at the trash issue spoke out and did so in opposition thus nixing the proposal. It remains true that we must spend more money on our streets to bring them to a standard we desire.

Lastly we submitted to the state a Statement of Interest regarding the Middle School of the future. It was well received and we expect to pursue a Feasibility Study in conjunction with the Massachusetts School Building Authority later in the new fiscal year. Our target is to have a fully modern middle school at the Memorial site open for business in September 2017.

The City continued its emphasis on refinancing existing debt to take advantage of very low interest rates thus easing the debt service burden in both the present and the future.

The year just ended was another successful year for the City of Beverly. The physical condition of the City continued to improve. The year ended with favorable budget variances. No layoffs were necessary and the budget for the upcoming year was built without undue difficulty.

The reader is directed to the attached individual department reports for further, more complete information.

Bill Scanlon
Mayor

**CITY CLERK'S OFFICE
CLERK OF COMMITTEES & ELECTIONS**

City Clerk - Kathleen P. Connolly

Assistant City Clerk/Clerk of Committees – Helen F. Butler

Assistant Registrar- Linda J. Tawse

Administrative Election Assistant – Jane M. Murphy

PT Senior Clerk – Joan Woodman

The Office has two full-time clerks, one part-time clerk, one Assistant City Clerk and the City Clerk.

The Office of the City Clerk processed the following certificates & licenses:

Births:	2218
Marriages:	221
Deaths:	875
Burial Permits:	573
Affidavits on Births:	41
Dog Licenses:	3493
Hunting & Fishing Licenses:	30
Petroleum Licenses:	41
Christmas Tree Permits:	1
Taxi Licenses & Limo Licenses:	51
Amusement Licenses:	13
Motor Vehicle Dealer Licenses:	30
Lodging House Licenses:	10
Second Hand Dealers:	11
Business Certificates:	232
Raffle Permits:	19
Fortune Tellers License:	1
Hawkers & Peddlers Licenses:	7
Pawnbrokers License:	1
Listing Books/Discs:	47
Mail in Requests for Vital Records:	1033
Yard Sales:	293
Sandwich Board Signs:	4
Dog Violations: Collected	\$1,280
Smoking Violations: Collected	0
Non-Criminal Violations: Collected	\$3,930

During 2011- 2012 FISCAL YEAR, the Department collected the following revenue:

Recording fees:	\$75,624.40
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Elections:

This department is responsible for maintaining all voters' registration records and the running of two or more Elections each year. This Office also handles the taking of the City Census; this information is then compiled and printed in the annual street-listing book.

City Council:

This office is responsible for all City Council action and minutes of the Council itself and its four subcommittees: Finance and Property, Legal Affairs, Public Service, and the Committee of the Whole. The City Clerk's Office retains all meeting notices from all the Boards and Commissions in the City.

CITY SOLICITOR'S OFFICE

City Solicitor - Roy F. Gelineau, Jr.

Assistant City Solicitor – Robert A. Munroe

The Solicitor's Office continued to provide legal counsel to the Mayor and the various boards and agencies of the City including the City Council, the Zoning Board of Appeals, the Planning Board, the Conservation Commission, the Licensing Board, the Golf and Tennis Commission, the Harbor Management Authority, the Harbormaster, the Airport Commission, the Cable TV Advisory Commission, the Disabilities Commission, the Departments of Municipal Inspections, Police, Fire, Human Resources, Purchasing, Engineering, City Clerk, Finance, the Beverly School Department, and others within city government.

The Solicitor's Office continued to provide assistance to the Mayor and the School Department to complete the administration of the contract with the General Contractor, Owner's Project Manager and Architect for the high school project, which is now virtually complete.

The Solicitor's Office continues to spend a great deal of its time on Harbor Management Authority issues in regard to litigation and development proposals related to the waterfront, and especially in regard to development of the former "McDonald's" site. In July 2012 a judge of the Essex Superior Court upheld the state permits needed for the construction of a waterfront restaurant at the former McDonald's site, denying the appeals filed by an abutter. On July 25, 2012 the abutter filed a Notice of Appeal in the Superior Court. It is expected that the appeal will be heard in the Massachusetts Appeals Court.

The Solicitor's Office continued to assist in efforts to maintain so-called "quiet zones" and to eliminate the mandatory blowing of train horns at all train crossing locations. There are still two zones that are not fully quiet, but this issue continues to be addressed.

The Solicitor's office continues the process of negotiating the contracts of nine (9) unions, all of which expired on June 30, 2011. Three of those contracts are now close to agreement.

During the 2012 fiscal year, the Solicitor's Office worked with the Mayor and Director of Human Resources to implement changes to employee health care plans to reduce the cost of those plans to the City. On January 10, 2012 the City and the Unions entered into an agreement that will reduce the cost of health insurance to the City for many years to come.

The Solicitor's Office responded to all union grievances that were not resolved at the initial stages.

Actions and cases of note during the last year include the following:

The Solicitor's Office continued to be involved with the condemned two family at 32 Roundy Street. Such property was sold at foreclosure on July 2, 2012 by a mortgage holder. The property was purchased by the mortgage holder at the foreclosure sale.

The Solicitor's Office continues to be involved in litigation primarily involving two abutting owners of land in Beverly Farms with cases pending in the Land Court and the Appeals Court.

The City of Beverly has prevailed in a matter entitled Celeste R. Niarchos, Administratrix of the Estate of Danielle Nicole Tarsook vs. City of Beverly et al, US District Court No. 08-10747-NG in which the representative of a decedent's estate has demanded damages because of the suicide of a 19 year old female. A motion to dismiss filed on behalf of the City and argued in August 2010 was allowed in the Federal District Court on July 7, 2011, dismissing all federal claims. Remaining state claims were not pursued by the plaintiff and the case is now closed.

The Solicitor's Office continues to do pre-trial preparation in a matter entitled Kevin Coughlin vs. City of Beverly School Department, Essex Superior Court Docket No. 2009-02044-C. In the matter a retired Beverly School teacher alleges damages caused by a student tainting a drink bottle from which the teacher later allegedly drank. A Fall 2012 trial date is expected to be assigned by the Essex Superior Court.

In fiscal 2011 the Solicitor's Office facilitated the taking of an avigation easement over real property located in Wenham for the purpose of maintaining the safety of aircraft operations at the Beverly Municipal Airport. The landowner thereafter filed suit in two different courts seeking to enjoin the Airport from "topping" trees that were hazardous to aircraft operation. Both courts have denied the requests for injunctive relief and the tops of the trees have been removed eliminating the hazard to aircraft. A trial date regarding the sufficiency of the City's damage award is now scheduled for September 2012 in the Essex Superior Court.

The Solicitor's Office is pursuing substantial funds owed to the City of Beverly by Bass River Golf Management, Inc., former operator of the City's Golf and Tennis facility. The City has filed suit in the Essex Superior Court and the pretrial discovery continues.

The Solicitor's Office continued the process of stepped-up enforcement of past-due real estate tax obligations by sending enforcement letters to those seriously delinquent and starting the Land Court process of tax lien foreclosures against the most serious offenders. In fiscal 2012 that effort resulted in the payment of overdue taxes in excess of \$1.2 million dollars.

The Solicitor's Office investigated the City's rights and obligations regarding a proposed subdivision in Wenham with proposed access via Old Rubbly Road in Beverly and set out a framework for the matter to be addressed by the Beverly Planning Board. On February 2, 2012 the Planning Board denied the request for access. The applicant has filed an appeal in the Land Court where the matter is now pending.

The Solicitor's Office continues to provide support to the Department of Public Services relating to a public/private partnership to make improvements to Dix Park. By City Council Order 38 of 2012 the City of Beverly accepted a gift of land known as 85 Haskell Street from James P. Townsend and Mark J. Townsend, Trustees of 87 Haskell Street Realty Trust. The land will allow for public amenities including parking to be enhanced at Dix Park. The Solicitor's Office continues to provide support to the Mayor and the Planning Department related to the construction of the planned MBTA garage to be built near the Beverly Depot. The project is now funded and architect plans are complete. Construction is scheduled to begin in October of 2012.

The Solicitor's Office tried a case entitled Claire Anderson-Moore v. City of Beverly, Essex Superior Court No. 2003-01640, in which the plaintiff sought damages and a declaration that she was entitled to employee retirement benefits, resulting in a verdict on behalf of the City. Plaintiff has appealed to the Massachusetts Appeals Court.

The Solicitor's Office participated in arbitration of the GRIEVANCE of Edward Comeau, a previous City Electrician terminated from City employment in March 2002. Over the objection of the City that the GRIEVANCE and subsequent arbitration were not in accordance with an applicable collective bargaining agreement and were not in accordance with law, the arbitrator ruled that Mr. Comeau had been wrongfully terminated and entered an award that the City make him whole. The parties reached a settlement agreement in February 2012. The agreement required that a state agency, PERAC, agree to certain conditions but PERAC has denied that request. On July 17, 2012 the arbitrator issued his award requiring that the grievant be paid \$245,551.42 plus the payments required to cover service credits to the retirement system for the period March 17, 2003 to June 3, 2012. The City will appeal the arbitrator's award to the Essex Superior Court.

Erich Prinz v. Erik Abrahamson, City of Beverly was filed on July 25, 2012. This is a claim under 42 U.S.C. 1983 for alleged violation of civil rights, and for infliction of emotional distress, assault, and negligent violation of M.G.L. Chapter 258 relating to an incident involving the plaintiff and a Beverly Police Officer. The case will be assigned to outside legal counsel by the City's insurer to represent and defend the City's interests. The Solicitor's Office will monitor the progress of the litigation.

The Solicitor's Office continued to assist the public safety agencies and other City departments in dealing with employees injured in the course of carrying out their duties.

The Solicitor's Office continued to assist the Mayor in creating a tax-exempt corporation called *Building a Better Beverly, Inc.* to accept private donations to build two all-weather turf fields to be constructed at the high school and other worthy City recreational projects. The request to confirm tax-exempt treatment for all contributions to the fund is now on file with the Internal Revenue Service. Final approval is expected in Fiscal 2013. One of the turf fields is now completed and the Board of Directors is now working on obtaining the funding needed to build a second turf field.

The Solicitor's Office has been working with the Beverly Airport Commission in reference to sales of surplus land. On March 28, 2012, one former Airport parcel was sold to Timber Realty Trust. Another Airport parcel was purchased by The 2008 LLC and then in turn donated to the City for conservation purposes only. The proceeds of the sales are used to help

facilitate Airport improvement projects in concert with the Massachusetts Aeronautical Commission and the FAA.

The Solicitor's Office worked with other departments and citizens to establish a Dog Park on City land at the Airport. "Paddles" Dog Park was opened late in 2011.

The Solicitor's Office has been working with the Conservation Commission to identify and to transfer land in the area known as Pole Swamp to the care and custody of the Conservation Commission.

On February 28, 2012 the Solicitor's Office sponsored a Labor Seminar at Endicott College for all City union negotiating teams.

On March 12, 2012, the Solicitor's Office assisted the City Council in conducting a public hearing on the revocation of the license of JGM Numismatics. The license was revoked due to the operator's failure to properly report suspicious transactions. The license was revoked by the City Council and the business has ceased operating in Beverly.

The Solicitors Office dealt with legal issues related to environmental matters related to National Grid's property on River Street, both on the land side and water side of the property. A resolution of the issues related to the containment of land side waste now before the Beverly Conservation Commission is likely in the coming weeks. Thereafter the City and National Grid intend to address those issues concerning the dredging of the Bass River and environmental issues related to that dredging project.

The Solicitors Office and outside counsel have defended the Planning Board and the City's Open Space Residential Design (OSRD) ordinance and regarding a subdivision proposed for 875 Hale Street. The developer and abutters appealed various aspects of the approvals to the Land Court, which subsequently returned the case to the Planning Board for further proceedings. Thereafter the matter is expected to return to the Land Court for further proceedings.

The Solicitor's Office worked with a private attorney to recover from the responsible parties City funds paid to an injured police officer who was injured when his vehicle was struck by a truck negligently operated by a contractor. The case is in the discovery phase of litigation.

BEVERLY COUNCIL ON AGING AND SENIOR CENTER

Introduction:

The Beverly Council on Aging and Senior Community Center is the municipal department responsible for the planning, coordinating, and implementing programs and services to meet the needs of Beverly's older adults. Additionally, the Council acts as an advocate for frail seniors through its relationships with local human service agencies and other municipal departments including the Fire and Police Departments, the ADA officer, Veteran's Agent and the Board of Health.

Vision and Mission:

The Council on Aging envisions a senior friendly community where elders are engaged in the life of the community; valued for their life skills and experiences; respected for their contributions and supported in their choices to remain independent. The Council is proactive in response to the evolving needs of seniors as evidenced by progressive programming and services focusing on all dimensions of wellness. Social services, education, transportation, exercise, health, recreation and leisure time activities are available to individuals age 60 and older residing in Beverly and surrounding communities. The COA assists the most vulnerable seniors by advocating for supportive services, which increase their ability to live independently in the community.

Demographics:

Population Changes & Impact

According to the 2011 City of Beverly Listing Book, between 2010 and 2011 there was a 9.24 percent increase in the 60-year and older adult population living in Beverly. (See chart attached at back of report). There is no denying that there is a boom in the older population living in Beverly. This increase coupled with 2010 census data indicating the fastest growing segment of the older adult population is the 80-100 year old group has challenged us to identify programs, services and activities that are appropriate for the “young old” and the “old-old” living in Beverly.

Service statistics indicate that the oldest of the old are most in need of supports to maintain an independent lifestyle and outreach efforts throughout FY '12 have targeted this segment of the population. Indeed, Beverly residents are living longer lives but many are facing economic hardships, cognitive impairments and decline in physical ability. Some have no remaining family member or are separated by distance from family and are relying on the kindness of their neighbors in Beverly as well as services available through the Senior Center to survive. All of the staff at the Center have been troubled by the increase in phone calls and reports of seniors at risk and have been challenged by complicated situations facing seniors near the end of their lifespan. As mandated reporters, we filed 22 reports of Elder at Risk with the area's protective service agency, Seniorcare, Inc.

In FY'12, 2,719 individuals used senior center services for a total of 54,066 units of service. This is a 20% increase in users from FY'11.

Administration:

FY '12 Budget

The municipal budget for FY'12 totaled \$524,479. The state formula grant based on the 2010 Census of 8,189 seniors in Beverly @ \$6.25 per senior, totaled \$51,181.25. This was a net reduction in aid from the state as in the previous decade the amount was awarded based on the 2000 census figure of 7,637 seniors in Beverly and at one time had reached a \$7 per senior allocation. The Enterprise Fund was budgeted for \$107,908. A Title IIIb grant, administered by Seniorcare, Inc. provided \$7,000 toward the salary of an Outreach Coordinator.

Facility Management:

The Senior Center is now 20 years old and the physical plant remains in very good shape in part due to funding from the now defunct Friends of the Council on Aging who donated their fund balance toward building improvements and updates. During the year, the audio system in our main hall was upgraded and new furnishings were ordered for delivery in September 2012. The repair or replacement of sprinkler heads, water bubblers, and the like are ongoing. The balcony in the front of the building has rotted and is currently not in use. Architectural plans have been submitted to the Commissioner of Public Works to enclose this balcony and create a solarium in its place.

The space available for programs is fully utilized and as the population continues to grow, we will be challenged by lack of enough space for programs and services.

Personnel Updates:

The Council on Aging is comprised of a nine member advisory Board and a complement of both full and part-time staff. MaryAnn Holak has served as the Executive Director since September 2005. Meg Pascucci has served as Assistant Director since October 2010 and recently received her Licensed Certified Social Worker (LCSW) designation from the Commonwealth. Other Full-time staff includes: Activities Coordinator, Building Manager, Transportation Coordinator, Outreach Coordinators (job share), CDL Driver and Receptionist. During FY'12, two CDL Bus Drivers, a Volunteer Coordinator and a custodian all worked part-time. Bookkeeping functions continue to be performed by Nancy Ormiston, who is also part of the Community Development Department for the city.

MaryAnn Holak, Meg Pascucci and Kendra Seavey were selected to present at the American Society on Aging Conference held in Washington, DC in March 2012. The Massachusetts Council on Aging recertified Gail Murley, Volunteer Coordinator in the Program Manager category.

We were saddened by the sudden death of Board Chairperson, Bradford Gaige in August of 2011. Blair Smith stepped up as Acting Chair of the Board and Robert "Bob" Hobbs was elected to fill the vice-chair seat vacated by Blair Smith. The Board voted to name the Ice Cream Social, part of Senior Day in the Park in honor of Brad Gaige. There will be an announcement and dedication at Senior Day in the Park on August 2, 2012.

Program Highlights:Senior Day in the Park

Bill and Marguerite Coughlin were named *Seniors of the Year* at the Annual Senior Day at Lynch Park in August 2011. Approximately 500 seniors attended and local, state, and federal elected officials were on hand to deliver citations to the couple. Thirty-one sponsors contributed \$10,675 to the event. Electric Insurance Company, Mobility Links and the Beverly Rotary were major sponsors with donations. Electric Insurance Company and the Beverly Rotary additionally provided over 40 volunteers for the day of the event.

Health and Wellness Services

With support from area home care and health agencies, the Council provides weekly blood pressure screenings and health assessments. We continue to offer weekly exercise classes with 370 individuals participating in 7,208 times in classes.

Medication Take-Back Program

The Senior Center served as the site of two medication take-back programs in FY '12. This collaboration between the Board of Health, Police Department, Beverly Hospital and the Senior Center enables citizens to drop off out of date, unused medications and prevents both the inappropriate disposal of drugs and also of the drugs getting in to the wrong hands.

Livin' The Good Life

The BevCam crew of our cable show, Livin' the Good Life, celebrated its' 5th anniversary and have produced over 50 shows in that time period. In May of 2012, the program and the volunteer efforts were awarded a "What's Working Award" from the National Association of Area Agency's on Aging. This award included a \$15,000 grant to help others learn how to produce a cable television show.

School Involvement

The Briscoe Middle School band and chorus performed two shows, the Stoneridge Montessori School provided seniors with a concert and the Hannah School Brownie Troop held a May tea party for seniors and teachers. We received a Beverly Cultural Council Grant to host an intergenerational Haiku writing workshop in May for seniors and 7th grade students from Beverly. Seniors became pen pals with a fifth grade class at a school in Middleton and all enjoyed this intergenerational exchange.

Evening Programs

Evening programs have continued to be very successful and draw a "younger" senior crowd. Events such as, *Movie, Pizza and Beer* night, *Mother's Day* party (included a cooking demonstration, dinner and entertainment), and two performances done by the Peabody COA's "Forever Young" crew have each drawn crowds of around 100 participants.

Scholarship Fund

The scholarship committee of the COA Board of Directors awarded 75 scholarships in FY'12. The fund is supported by commission checks from Travel Agencies and donations to the Center.

Outreach, Information and Referral Services:

In FY 12, the Outreach staff helped 1,044 unduplicated individuals with everything from housing options, free cell phones, circuit breaker tax credit, property tax abatement, fuel assistance, advocacy, SNAP food stamp applications, Farmers Market Coupons, holiday gift baskets, crisis intervention and more. Staff also conducted 11 Outreach events reaching 108 unduplicated seniors. These visits for the purpose of educating the residents about services and programs available were held at four public housing sites, five private housing sites, at a support group for amputees, and through a meeting with a local pastor.

Staff also undertook an effort to reach out to those seniors 75 years and older who were not listed in our database. Each month 30 packets were mailed out and follow-up phone calls were made to inform recipients of our services and to ask if they needed help in any way. Two hundred and sixty three information packets were distributed during FY'12. This effort was successful in learning of the needs of often hard to reach seniors and we will continue this project into FY'13.

Meg Pascucci, Assistant Director supervised three interns in FY'12; including a Bachelor of Social Work candidate and a Master of Nursing student from Salem State University and also a Master of Gerontology student from UMASS Boston. These interns were able to serve and support seniors and staff through their efforts and interest in the work of the Senior Center.

Other projects and services spearheaded by the Outreach staff included:

Seasonal Yard Clean-ups

Community groups stepped up to serve seniors by providing yard cleanups in the Fall and Spring. Kudos to student groups from St. John's School, Landmark School, Endicott College, Beverly High School, and Gordon College. The Beverly Church of the Nazarene, Harbor Church and the Keller Williams realty group also provided work crews to assist seniors with leaf raking and yard chores.

Community Garden/Food Project

Volunteers and staff planted a garden at the community garden site on Cole street for the second year. Vegetables harvested were donated to the Bootstraps food pantry as well as distributed to seniors at the Center. Youth from The Food Project volunteered at the Senior Center on Wednesdays during the summer of 2011. Each week they set up a farm stand and sold fresh produce to the seniors. They also helped with grounds keeping and other projects assigned.

Medicare (SHINE) Counseling

SHINE counselors are on site twice a week providing meetings and individualized programs for clients. Two hundred and two (202) individuals were assisted with their health insurance concerns.

Police Department Liaison

Officer Dan Brown has been assigned as the Elder Affairs liaison and staff and seniors have met with Officer Brown on several occasions during the past year.

Meal Program:

Seniorcare, Inc. continues to manage and staff the home-based and on site meals program. The city contributes \$4,038 toward this effort annually. Over the past year homebound older adults who have difficulty preparing meals on their own received 47,184 meals brought to their homes through the SeniorCare Meals on Wheels program. The home delivered meals program brings nutritious, flavorful meals to the doorsteps of homebound older adults who also receive the reassurance of a friendly daily contact from the driver delivering the meal. Meals can be a critical support to seniors for short-term situations such as during recovery from an illness, injury or hospitalization or for a longer duration when the daily meal can help keep older adults in their homes for as long as

practicable. In March, some seniors received their meals from special guests as Beverly Mayor Bill Scanlon and State Representative Jerry Parisella took time to deliver meals and learn more about the needs of homebound older adults by participating with SeniorCare in their national Mayors for Meals campaign.

At the Beverly Council on Aging, 11,382 meals were served to older adults as part of the senior dining program where those 60 and older can come to share a meal in the company of their peers. In addition to regular daily meals, seniors can enjoy seasonal monthly specials as well as special traveling chef events where chefs from Sidekim Foods prepare foods on-site. This past year participants could enjoy traditional specials such as a full turkey dinner on Thanksgiving and corned beef and cabbage on St. Patrick's Day as well as a roast lamb December holiday meal, freshly cooked paninis, fajitas, homemade strawberry shortcake, on-site barbecues, a hand carved roast beef special and more.

Volunteerism and Community Involvement:

Volunteerism

Over 200 people provided volunteer support to the Senior Center in FY'12 and provided approximately 11,085 hours of service to the Center. Volunteers entertained, instructed, gardened, counseled, answered telephones, served lunch, washed dishes, worked Bingo, prepared mailings and more. The center held two volunteer appreciation events during the year to thank the volunteers for their involvement.

Good Friday Walk

The Senior Center was pleased to serve as a rest stop during the Good Friday Walk this year.

Beverly Community Council

MaryAnn Holak completed her two-year` term as President of the Beverly Community Council and has agreed to continue on the Council as a Board member. Assistant Director, Meg Pascucci is the Treasurer of the group.

Aging and Disabilities Resource Consortium of the North Shore

Executive Director, MaryAnn Holak is a member of this group and attends bi-monthly meetings held at North Shore Elder Services.

Greater Lynn Senior Services:

We provide meeting space to an Older Battered Women's Support group, administered by GLSS. We continue to partner with GLSS on its' federally funded ***Mobility Links*** Program in order to better serve the transportation needs of Beverly seniors. MaryAnn Holak was a guest on the cable show produced by GLSS staff and discussed transportation ideas and concerns for the viewing audience.

Transportation Services:

In FY'12 we provided 237 riders with 11,064 rides. On average, 24 individuals rode the Council on Aging vehicles on a given day with an average of 44 rides provided per day. The staffing pattern of two or three staff drivers per day was able to accommodate the ride requests with very few denials of rides or cancellation of trips. The staff is to be commended for handling their duties so well.

The ridership declined for the third year in a row (Note: In FY '11, 291 individuals received 13466 rides, a decrease of 1,346 rides over FY '10). Recent studies show that the majority of older adults see the personal car, as their most important means of transportation and currently most elders are not willingly giving up their licenses. A Mobility Assistance grant from the Massachusetts Department of Transportation allowed us to take possession of a new van and a 14-passenger mini-bus that has alleviated many of the concerns about our ability to provide service with an aging fleet of vehicles. Two of the older vehicles were disposed of - one was donated to the Recreation Department, the other one sold to a private party for \$4,000.

The Transportation Committee of the COA Board continues to meet on occasion to assess transportation needs and options and to analyze the costs associated with this service.

In FY'13 we will begin to charge riders a fee of \$1 for each one-way ride to any destination in Beverly other than the Senior Center. Bust tickets will be sold.

Acknowledgements:

The Council wishes to thank the many individuals, groups, volunteers, and community organizations for their continued support and dedication to the seniors of our community. In particular, we would like to thank all corporate sponsors of our major events – Senior Day in the Park and the Senior Soiree and a special thank you to Axcelis Corporation for their donation of water bottles and air conditioners during a brutal heat wave. Electric Insurance Company continues to be a generous partner both in sponsorship support and the many employee volunteers who help with our events.

Staff:

Executive Director	MaryAnn Holak
Assistant Director	Meghan Pascucci
Activities Coordinator	Kendra Seavey
Outreach Coordinator	Abigail Butt
Outreach Coordinator	Elaine Heredeen
Volunteer Coordinator	Gail Murley
Transportation Coordinator	Bill Brewer
Custodian	Gordon Chafe
Building Manager/Custodian	Ralph Palmer
Receptionist	Marjorie O'Brien
CDL Driver	Diana Gebhardt
CDL Driver	Leonard Richardson
CDL Driver	Lynda Santos

Board of Directors FY '12:

Bradford Gaige, Chairperson*	Robert Hobbs
Blair Smith, Vice-Chair**	Claire-Marie Hart
Cynthia Montalbano, Secretary	Patricia Reade
Ann Horrigan	Jessica Wistran

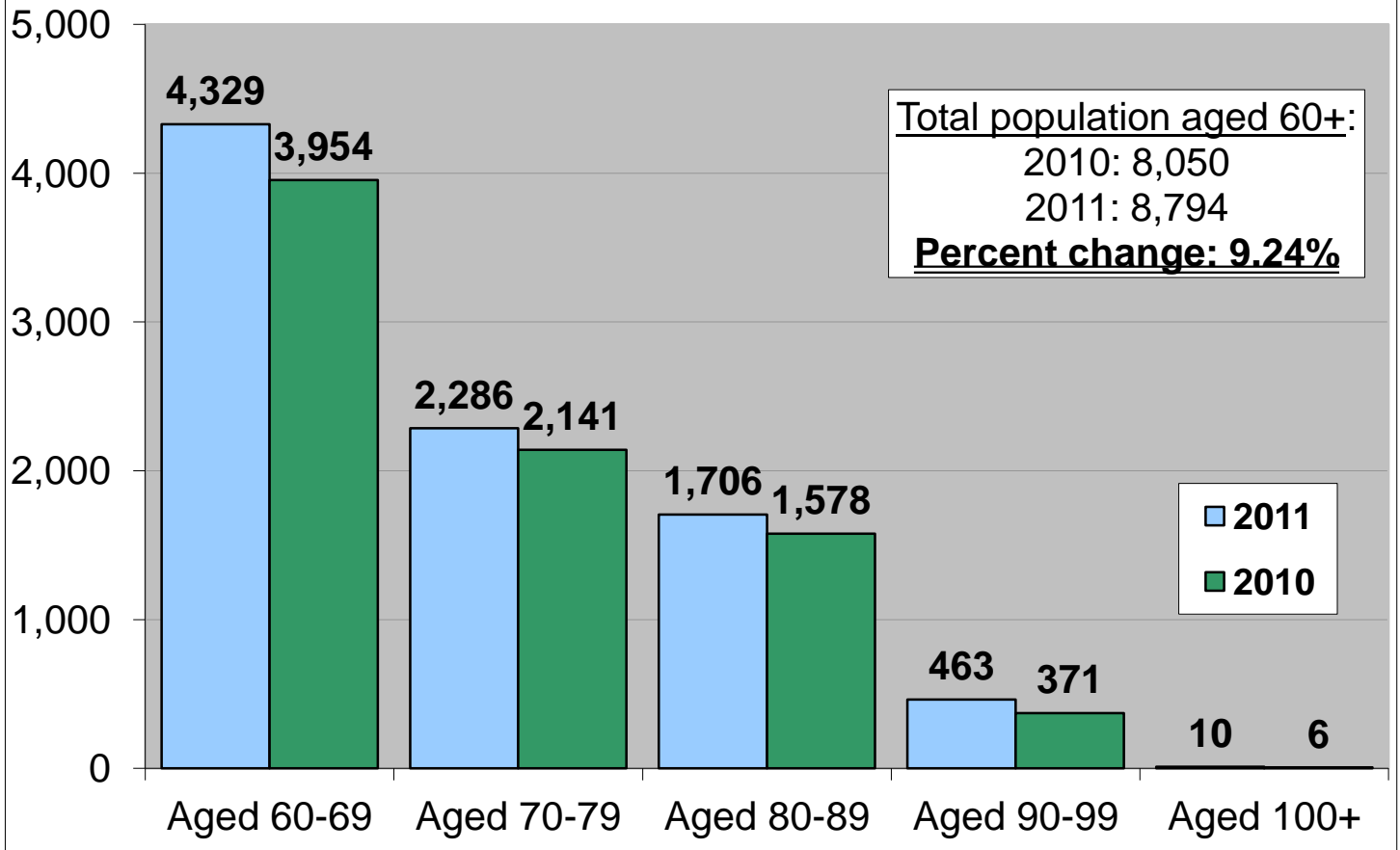
* Through August 2011

** Acting Chair, September 2011- June 2012

Seniors in Beverly, MA

Source: 2010 & 2011 Listing Book

Prepared by: Abigail Butt, M.Sc.



BOARD OF HEALTH

It is the mission of the Board of Health and its staff to serve as a resource intended to prevent, promote, protect and meet the multitude of health related needs of the community.

The following is a summary of the programs and inspectional activities implemented by the Board of Health and its' staff for the 2012 fiscal year (July 1, 2011 – June 30, 2012).

BOARD OF HEALTH

Frank S. Carbone, Jr., MD, Chairman

William J. Alpine, Jr., Esq.

Susan Higgins, PE

Medical Director, Demetrious Rizos, DO, FACP, FASN

Inspector of Animals, James Lindley

HEALTH DEPARTMENT STAFF

William T. Burke III, RS, CHO, Director of Public Health

Judith Balboni, Administrative Assistant/Clerk of the Board

Joseph A. Reale, RS, Environmental Analyst

Santa Zingariello, Health Inspector (resigned June 7, 2012)

Kathleen McCullough, Principal Clerk

Patricia Zingariello, RN, BSN, CHO, Public Health Nurse

DENTAL CLINIC STAFF

Kiva Skolnick, D.M.D., Dentist (on medical leave)

Dawna Kowalski, D.M.D., Dentist (started in January-fee for service basis)

Susan Pelletier, RDH, Dental Clinic Hygienist (resigned November 30, 2011)

Judy Tanzella, RDH, Dental Clinic Hygienist

Kathleen Ambrefe, Principal Clerk (transferred December 31, 2011)

Andrea Shuster, Principal Clerk (started December 5, 2011)

ENVIRONMENTAL HEALTH

The Board of Health is responsible for directing and administering a program of environmental health related services for the city and its residents. The Health Department is responsible for enforcing numerous State Sanitary and Environmental Codes as mandated by State law. In addition to the mandated state codes, Massachusetts General Law, Chapter 111, Section 31, provides the Board of Health with the authority to make reasonable health regulations. In accordance with this provision, the Board modified its fee schedule (last done in 2004) and began the process of updating the regulation pertaining to recombinant DNA technology/biological safety during this fiscal year. A variety of inspections are conducted to determine compliance with said codes and regulations.

The following is a list of enforcement activities for FY 2012:

TYPE	TOTAL #
Plan Reviews/ compliance visit	162
Food Service Inspections	302
Food Service Re-inspections	232
Food Service Complaints	24
Retail Food Inspections	64
Retail Food Re-inspections	37
Retail Food Complaints	4
Mobile Food Inspections	9
Mobile Food Re-inspections	1
Temporary Food Inspections	1
Housing Inspections	53
Housing Re-inspections	35
Rooming House Inspections	27
Change of Occupancy Inspections	283
Change of Occupancy Re-inspections	32
Lead Paint Determinations	0
Nuisance/Trash Inspections	45
Nuisance/Trash Re-inspections	27
Recreational Camp Inspections	34
Recreational Camp Re-inspections	0
Semi-Public Swimming Pool Inspections	26
Semi-Public Swimming Pool Re-inspections	22
Tanning Facility Inspections	5
Tanning Facility Re-inspections	1
Soil Testing (Title 5)	5
Septic System Construction Inspections	22
Environmental Complaints	19
Court/Administrative Hearings	0
Food Related Hearings	2
Meetings, Seminars and Conferences	280
Beach Sampling (12 weeks)	132
Beach Re-Sampling	12
Animal Complaints	1
Body Art Establishment Inspections	3
Body Art Establishment Re-inspections	2
Body Art Practitioner License Review	0
Vaccination Clinics	5
TB Surveillance	51

NUMBER of PERMITS ISSUED as of JANUARY 1, 2011

Change of Occupancy.....	317
Food Related.....	228
Milk.....	184
Caterers.....	10
Tobacco Sales.....	47
Swimming Pools.....	11
Recreational Camps for Children.....	15
Disposal Construction Installers.....	10
Septic Haulers.....	9
Tanning Facilities.....	5
Dumpster Contractors.....	9
Body Art Establishments.....	2
Body Art Practitioners.....	10
Keeping of Animals.....	18
rDNA.....	5
Funeral Directors.....	2
Motels.....	1
Frozen Desserts.....	14
Bathing Beaches	10
TOTAL.....	907

In FY 2012 the department continued to collaborate with other municipalities and organizations to receive grants/awards and to obtain favorable service contracts. Examples include:

GRANTS/AWARDS

- **\$184,066 –Public Health Emergency Preparedness Grant** from the Massachusetts Department of Public Health (MDPH). The grant was awarded to a fifteen-community coalition called The North Shore – Cape Ann Emergency Preparedness Coalition. The purpose of the grant is to develop a regional approach to public health emergency preparedness and develop specific public health roles/plans for infectious disease emergencies. For more information visit the coalition's website at www.nscalert.org
- **\$14,285 – Medical Reserve Corp (MRC).** Funding to recruit, train and drill medical volunteers for the Emergency Preparedness Coalition to utilize at events and in cases of emergency.
- **\$115,000 – MDPH North Shore/Cape Ann Tobacco Alcohol Policy Program.** The grant was awarded to a fifteen-community collaborative. The purpose of the grant is to provide policy, inspection and enforcement support for the communities within the collaborative area. The goal of the grant is to maintain a

presence in the retail environment coupled with enforcement to decrease accessibility to age restricted products.

- **\$100,000 – Massachusetts Department of Public Health District Incentive Grant (PHDIG).** The grant was awarded to eight community partners (Beverly, Danvers, Lynn, Marblehead, Nahant, Peabody, Salem and Swampscott). The purpose of this grant is provide financial support for groups of municipalities to enter into formal, long term agreements to share resources and coordinate activities in order to improve the scope, quality and effectiveness of local public health services for their combined populations.
- **\$50,000 – Local Public Health Collaborative Skin Cancer Prevention Project** from the North Shore Community Health Network. The grant was awarded to an eighteen community collaborative of local health departments. The goals of the project are to reduce skin cancer rates on the North Shore/Cape Ann area and to strengthen the capacity of local public health to work collaboratively. The following objectives have been realized during the fiscal year: regional adoption of standard inspection tools for tanning facilities; 100% compliance to biannual inspections of tanning bed facilities; and implementation of outdoor UV exposure awareness/educational campaign including development of radio PSA's, website, tri-fold brochure, logo, tagline, trainings, and social marketing materials. For more information visit www.sunsafety411.org.
- **\$750 MDPH Fluoride Rinse Grant** - Provides fluoride and supplies for the Fluoride Rinse Program.

IN-KIND DONATIONS

Beverly Dental Society
 North East Home Care at Beverly Hosp.
 Fluoride Rinse Parent Volunteers
 Jacqui Williams, MDPH
 Northeast Regional Ambulance
 Endicott College Nursing Program
 Council of Aging Knitting Club

SERVICE CONTRACT

- As a member of the subcommittee of the Essex County Household Hazardous Collection Network we were able to negotiate a very beneficial collection contract with Clean Harbors Inc. for 2011, 2012 and 2013 that was significantly below the state contract prices and lower than previous contracts.
- The City of Beverly continues to be a member of the Northeast Massachusetts Mosquito Control and Wetlands Management District. The district services include, but are not limited to: catch basin treatments, selective ground adulticiding, habitat surveillance and emergency aerial response.

The Board of Health/Health Department offered and sponsored a wide variety of community health, environmental awareness and educational outreach programs in FY 2012. Examples include:

COMMUNITY HEALTH

Beverly Dental Clinic – Provides oral health services to schoolchildren, who otherwise would not have access to care. The total patient enrollment in the clinic for FY 2012 was 259, an increase of 55 from FY 2011. The clinic continued the Fluoride Mouth Rinse Program that was implemented by the school nurses at each elementary school this year. The clinic provides ongoing educational outreach. The clinic total insurance reimbursement for the year was \$28,026. The reimbursement will be used to offset operating costs in FY 2013.

The high school renovation project includes space for the Health/Dental Center. A Request for Proposals (RFP) was issued in May of 2012. Northeast Health Systems was the sole respondent to the RFP. Contract discussions are ongoing, including incorporation of a dental component within the Health Center. The incorporation would aid in the sustainability of this ninety-six year old public health program. For a complete summary of clinic activities please see the FY12 Beverly Dental Clinic Annual Report

Annual Seasonal Flu Clinics – Approximately 560 doses of seasonal Flu vaccine were administered at our flu clinics in the fall of 2011 and winter of 2012, which included first responders. With the continued help of Endicott nursing students, the Health Department's FY 2012 flu clinics were able to provide immunizations in an efficient and cost-effective manner. The use of nursing students benefits the department, the community and the students. We are happy to have had their assistance and plan on continuing this partnership in the future. A food drive to benefit Beverly Bootstraps was held at the flu clinics and cash donations along with non-perishable food items were collected. In an effort to immunize a captive audience, we conducted a flu clinic at the Senior Center bingo game in the fall.

We contract with Public Sector Partners to bill Medicare and Commonwealth Medicine for major private health insurance plans for our seasonal flu clinics. They are paid 10% of paid claims and we have found an increase in the rate of reimbursement above and beyond that 10% fee.

Student Nurses – The department continues its partnership with Endicott and Salem State Nursing Programs. The Salem State RN to BSN Program was a one-on-one experience to expose students to public health nursing. Whereas this nurse was already a licensed registered nurse, she was able to provide hands on approach and assist with public health functions.

River House Shelter Nursing Services – The health department serves as a resource for the River House staff regarding health-related problems or concerns. Nursing services for shelter clients was arranged with Partners Home Care through a grant. Unfortunately, grant funding ceased in June 2010 and nursing services are no longer provided. Partners Home Care continues to provide the following services: flu and pneumonia clinics and quarterly TB clinics. The health department will continue to work with the shelter to pursue sources of nursing services. The health department provides over-the-counter medications and supplies such as: individual first aid kits, sunscreen, gloves, hand sanitizer, cough drops, Tylenol, ibuprofen, bandages and alcohol swabs. Educational materials were provided to clients and staff.

Morbidity & Mortality - There were approximately 230 deaths of Beverly residents where death occurred within the community. These figures include deaths at Beverly Hospital, three nursing homes, at home by illness and through accident or suicide. The leading cause of death is Heart Disease with the general category of Cancer as a very close second. Death by drug overdose has steadily increased over the last few years, similar to many other communities.

Communicable Disease Surveillance – In accordance with 105 CMR 300.000: Reportable Diseases, Surveillance, and Isolation and Quarantine Requirements, the health department is responsible for investigating seventy-seven reportable diseases. The following reportable diseases were investigated this fiscal year:

Case Counts for Beverly (July 1, 2011 – June 30, 2012)

Disease Name	Status	Event Counts
Babesiosis	CONFIRMED	4
Campylobacteriosis	CONFIRMED	7
Cryptosporidiosis	CONFIRMED	1
Cholera (Vibrio species)	CONFIRMED	1
Ehrlichiosis	REVOKED	2
Ehrlichiosis	SUSPECT	3
Giardiasis	CONFIRMED	2
Group A streptococcus	CONFIRMED	3
Group A streptococcus	REVOKED	15
Group B streptococcus	CONFIRMED	3

Hepatitis B	CONFIRMED	2
Hepatitis B	CONTACT	1
Hepatitis B	PROBABLE	1
Hepatitis C	CONFIRMED	21
Hepatitis C	PROBABLE	8
Human Granulocytic Anaplasmosis	PROBABLE	3
Human Granulocytic Anaplasmosis	REVOKED	9
Human Granulocytic Anaplasmosis	SUSPECT	2
Influenza	CONFIRMED	4
Legionellosis	CONFIRMED	1
Lyme Disease	CONFIRMED	10
Lyme Disease	PROBABLE	6
Lyme Disease	SUSPECT	28
Invasive bacterial infection (other)	CONFIRMED	1
Pertussis	CONFIRMED	1
Varicella	PROBABLE	5
Salmonellosis	CONFIRMED	5
Salmonellosis	REVOKED	1
Shiga toxin producing organism	CONFIRMED	1
Toxoplasmosis	SUSPECT	2
Staphylococcus aureus (MRSA, VISA, VRSA, TSS)	CONFIRMED	114
Streptococcus pneumoniae	CONFIRMED	6
Streptococcus pneumoniae	REVOKED	1
Total Events/Cases		274

These cases do not include the vast numbers of illness complaints, including noroviruses, which are expected to be investigated but have not been laboratory confirmed. In addition, there were numerous animal bite follow-ups some of which required post-exposure rabies prophylaxis.

Massachusetts Immunization Program Vaccine Depot – The Massachusetts Immunization Program (MIP) provides vaccines for the Beverly Health Department. Vaccines are now drop-shipped directly to community vaccine providers by McKesson. A yearly audit is conducted by the Massachusetts Department of Public Health. Temperature logs and associated paperwork are reviewed for compliance with the immunization standards.

ENVIRONMENTAL AWARENESS

Household Hazardous Waste Collection Event – The April 21, 2012 event was very successful, accepting hazardous waste from 182 vehicles, a decrease of 77 vehicles from last year. Beverly and Salem continued their reciprocity agreement this year allowing one another's residents the option of attending either event. In the fall, 23 Beverly residents attended Salem's event and 22 Salem residents attended Beverly's event. Also collected were 44 propane tanks, 40 automobile tires and 12 car batteries. The net cost of the event to the city was \$5,917.28.

Mercury Recovery Program – Mercury thermometers may be exchanged for digital thermometers and other mercury containing products (i.e. thermostats, button batteries, etc.) may be dropped off for recycling. Also, 4-8 foot bulbs may be dropped off at Dawson's Hardware. The following mercury containing products were collected this year: 36 thermometers, 54 thermostats, 21,440 linear ft of bulbs, 710 CFLs and 500 U-tube bulbs.

Medication Take Back Program – In conjunction with Beverly Hospital and the Beverly Police Department two collection events were held in FY 2012 at the Senior Center. The first was on October 1st and the second was on April 28th. Participants received a gift bag filled with educational and emergency preparedness materials. Both events were well received.

Beverly Hospital continues to provide a sharps kiosk in the hospital lobby for residents to dispose of their sharps on a 24/7/365 basis. The health department provides sharps containers at the Senior Center and City Hall for interested residents so that they may safely store their sharps prior to disposal.

EDUCATIONAL OUTREACH

Choke Saver Training – In conjunction with Northeast Regional Ambulance, the department sponsored an anti-choking training for food service personnel. Approximately 22 food handlers participated in the training.

Employee CPR – In conjunction with the Fire Department, a CPR with AED course was provided to interested City employees. The Health Department provided a face shield on a key chain to all participants. Approximately 16 employees attended.

In addition, the Dental Clinic Staff received an in-service on oxygen equipment use and bloodborne pathogens by Northeast Regional Ambulance.

Third Grade Program – Dr. Stanley Sozanski of the Beverly Dental Society arranged dental education visits to all third grade classrooms from a Beverly dentist or hygienist. This program is sponsored by the Beverly Health Department in recognition of February Dental Health Month.

Oral Health Education – Our annual Dental Health Education Program was presented to all public and two parochial schools for grades 1, 3 and 5. The program promotes good oral health habits to children. The children received a toothbrush, sticker and activity book.

Hoarding Task Force – The Health Department continues to participate in this multi-discipline working group to deal with the difficult problems associated with hoarding.

BevCam – Beverly Cable has been provided with educational DVD's which include the following topics: Respiratory Hygiene, Vaccine for Children, ICE the Forgotten Food, Beavers, Coyotes, Food Safety for Seniors, Flu Care at Home, Handwashing, Sun Safety, Bed Bugs and Extreme Heat. In addition, BevCam put on a live educational program for the elderly on Stroke prevention and education. The health department provided posters, educational materials and a DVD on Stroke signs and symptoms for all participants.

Emergency Preparedness Coalition Volunteer Trainings – Training topics for medical and non-medical volunteers regarding emergency dispensing sites and pandemic planning. Trainings held this year included: Behavioral Health, Sheltering, Small Animal Sheltering and CPR.

Emergency Preparedness – Conducted pandemic planning with the three Beverly nursing homes. In addition, sets of eight laminated emergency preparedness posters were given to the following: City Hall, the library, public and private schools, the YMCA and summer camps. Funds also supported the donation of pediatric facemasks, good health habits coloring books and stickers for children waiting in the Emergency Department of Beverly Hospital.

Sun Safety – The Public Health Nurse created a sun safety display at the public library. To encourage the use of sunscreen, packets of sunscreen accompanied the display. In addition, a sun safety poster contest took place for fourth graders. Winners of the contest received sun-safety prizes, as did participating classrooms. Participant's posters will hang at the library through the summer.

Lions Recycle for Sight – For children, clear vision means a better education, healthier development and a better quality of life. For adults, it means greater employment opportunity and economic strength. For seniors, it means less dependence on others. For the past several years, the health department has collected eyeglasses and changed someone's life by recycling them through a local Lions Club.

Mosquito/Tick Education – Laminated posters and educational materials were prepared and presented to the following: Beverly Recreation Department, schools, library, City Hall, the YMCA and summer camps.

Newsletters – Articles on the following subjects were submitted to the Council on Aging newsletter: seasonal flu, handwashing, shingles and colon cancer and extreme heat.

Channing Bete – The Channing Bete Company creates research-based reliable health care resources in formats for readers of all ages. The public health nurse was invited to be a

professional reviewer of new educational materials with an incentive of receiving 100 free brochures per review. In the past year, the health department has received brochures on the following subjects: solving conflicts, using social media safely, managing stress and preventing and treating the flu.

Education on Wheels – The department partnered with SeniorCare to disseminate educational materials on a quarterly basis via their Meals on Wheels Program to reach the homebound clients they serve. Some of the materials included: emergency preparedness, sharps disposal, extreme heat, how to dispose of unused medications, food safety for seniors, handwashing, extreme cold, seasonal flu and stroke information.

Beverly Bootstraps – The Health Department donated hand sanitizer and kleenex packages to the Back to School Bonanza program, along with educational materials. In addition, we provided nutritional snacks for the after-school program, health-related books for the summer reading program and coordinated the donation of crocheted/knitted hats, mittens and scarves from the Council on Aging Knitting Club.

Health Fairs and Special Events – The Public Health Nurse provides educational outreach at various events throughout the year. Examples have included: YMCA's Healthy Kids Day, Employee Benefits Fair, Tiny Tots Day at Lynch Park, Back to School program at Beverly Bootstraps and Health Fairs at Beverly Hospital, Endicott College and the Council on Aging. In addition, educational materials were provided to the Connecting Young Moms program at Beverly Hospital and various Boy and Girl Scout troops for badge activities. School nurses have received educational materials and posters for their schools and crocheted/knitted hats, mittens and scarves for needy children.

The Director of Public Health and the Public Health Nurse serve on a number of municipal and community committees, regional coalitions and professional organizations. Examples of which are: Emergency Medical Services Committee, Local Emergency Planning Committee, Hazardous Waste Oversight Committee, the Beverly Community Council, Beverly Resource Group, North Shore - Cape Ann Community Health Network, North Shore Area Boards of Health Tobacco Control Collaborative, Essex County Household Collection Network, North Shore – Cape Ann Emergency Preparedness Coalition, Community Advisory Council, TRIAD, Hoarding Task Force, Sun Safety Steering Committee, Pioneering Healthy Communities and the Massachusetts Association of Public Health Nurses

The Board of Health charges fees for various permits and services. The following is a list of associated fees collected during FY 2012:

Housing Inspections.....	\$ 14,103.30
Food, Milk, Frozen dessert, Retail & Mobil	31,690.00
Caterers.....	1,317.50
Tobacco Sales Permits.....	3,300.00
Beach Permits.....	100.00
Swimming Pools.....	2,200.00
Summer Recreational Camps	1,700.00
Soil tests, Title V, & Plan reviews.....	2,400.00
Installers/Haulers.....	2,562.50

Tanning Salons.....	875.00
Dumpsters.....	225.00
Body Art.....	1,750.00
Animal Keeping.....	1,100.00
rDNA.....	400.00
Motel.....	100.00
Funeral Directors.....	225.00
Other / Miscellaneous.....	<u>307.50</u>
The total fees collected.....	\$64,355.80

As we enter fiscal year 2013 the Board of Health and the Health Department will continue to conduct compliance inspections, investigate complaints and promote policies and programs to protect public health and the environment. We will continue to work with other municipalities and private organizations to obtain beneficial grant awards and cost effective service contracts.

On behalf of the Board and its staff I wish to thank Mayor Scanlon and the City Council for their support of our public health efforts throughout the year and for their anticipated assistance and support in fiscal year 2013.

For more information, please visit our website at: www.beverlypublichealth.org.

BEVERLY DENTAL CLINIC

This is the Annual Report for the Beverly Board of Health Dental Clinic for the 2012 fiscal year (July 1, 2011 – June 30, 2012). The clinic operated September 1, 2011 through June 14, 2012.

CLINIC ENROLLMENT

There were 259 patients enrolled in the clinic during FY 2012. This represents an increase of 55 patients from last year. Every patient that was enrolled in the program had at least one visit. Several children had multiple restorative appointments. Twenty-eight patients were referred for care outside the Dental Clinic. The following is patient enrollment by school:

Ayers	59	Hannah	17
Briscoe	94	High School	22
Centerville	17	North Beverly	20
Cove	27	Private	3

CLINIC PERFORMANCE

Examinations	300
Chartings	291
Prophylaxis	291
Fluoride Treatments	291
Sealants	176
Restorations	102

Anesthesia	40
Extractions (Primary)	5
Radiographs	45
Emergencies	2

Dr. Dawna Kowalski worked in the clinic for a total of *58.25 hours (* started in January)

Fluoride Mouthrinse Program

The Fluoride Grant was continued during the 2011/2012 school year. The difference this year was that the Fluoride Mouth Rinse Program was implemented by the school nurses at each elementary school. Clinic Hygienist, Judy Tanzella, RDH assisted in the application renewal process in February for the coming 2012 – 2013 school year. It is anticipated that the school nurses will submit the renewal application for the following year. Ms. Tanzella is available to the nurses for consultation regarding the program when necessary.

Education

Our annual Dental Health Education program was presented to all Beverly public schools and two parochial schools in grades one, three and five. The grades receiving education was modified this year by eliminating the kindergarten and adding the fifth grade. The modification was made to access children on a wider developmental scale. This program continues to promote good oral health habits to all children.

Third Grade Program

Dr. Stanley Sozanski of the Beverly Dental Society arranged dental education visits to all third grade classrooms from a Beverly dentist or hygienist. This program is sponsored by the Beverly Health Department in conjunction with February Dental Health Month. The clinic provided the supplies and notified the teachers that a dental professional would be coming to their classrooms. Upon completion of this program, a thank-you note was forwarded to each dentist who participated.

Beverly Dental Society

Members of the Beverly Dental Society have continued to be supportive of the Clinic's attempts to service the dental needs of its patients. The Society's willingness to support this program, via time and services rendered to individual cases, is greatly appreciated.

Clinic Licensure

In May of 2012, The Commonwealth of Massachusetts Department of Public Health renewed the Beverly Health Department's Dental Clinic License effective until May of 2014. The clinic received insurance reimbursements totaling \$28,026 for the 2011-2012 school year. Reimbursement revenue will be used to offset operating costs in FY 2013.

School-Based Health/Dental Center

The renovated high school includes space for the Health/Dental Center. A Request for Proposals (RFP) was issued in May of 2012. Northeast Health Systems was the sole respondent to the RFP. Contract discussions are ongoing, including incorporation of a dental component within the Health Center.

Summary

The 2011-2012 school year for the Beverly Dental Clinic was successful and saw many personnel changes. The clinic patient enrollment increased this year ending a two-year trend of declining enrollment. Longtime (40 plus years) clinic dentist, Kiva Skolnick, was on medical leave. Dental Hygienist, Susan Pelletier retired/resigned and Principal Clerk, Kathy Ambrefe, transferred to another department.

The vast majority of the student patients had restorative and preventative work completed by the end of the school year. Several students had to return for multiple restorative visits. Patients that still required services at the conclusion of the school year were referred to Dr. Kowalski to be seen at her office to complete treatment over the summer.

The clinic continues to provide quality dental health services to Beverly school children that otherwise would not have access to care. As we enter into FY 2013, we look forward to continuing and improving this beneficial public health program.

PUBLIC LIBRARY

Library Director – Patricia Cirone

Services:

The Beverly Public library continues to be a vital part of the greater Beverly community. Circulation rose at both the Main facility and the Farms branch by close to 2%. This means that more than 5,300 items were checked out this year than last. The Bookmobile's circulation dropped a bit, mainly because the older vehicle was down for repair so many times over the course of the year. In addition, circulation of ebooks and downloadable audiobooks skyrocketed – nearly tripling last year's total. Once more, Beverly outpaced all other NOBLE libraries in the number of downloaded ebooks and audiobooks, with over 9,000 checked out during the year. It is interesting to note that even with such interest in electronic offerings that our "regular" circulation continued to rise, showing that the print book is certainly not "dead." All in all, our total circulation to members of the community was 377,137 books and materials – an average of almost 1100 items per day. Approximately 900 patrons visited the library's website each day to download articles, reserve museum passes, renew books or search for information. The library's 24/7 presence on the web provides Beverly residents access to information and help at all hours of the day or night, regardless of busy schedules. We are one of the few libraries in the state that continue to provide live chat with reference librarians for help with homework, research, downloading books or other questions 24 hours a day, seven days a week, via the "Ask a Librarian" link on our home page.

The theme for this year's Summer Reading program for children is "Dream Big, Read!" Many exciting events will take place over the summer, and the Topsfield Fair is once again sponsoring summer reading with a prize of admission to the Fair for those who qualify. The children's department continues to offer story hours for younger children during the summer months as well as "Musical Mornings with Miz Liz" and brown bag book discussions in addition to the summer reading programming.

The Young Adult Summer Reading program, "Own the night" plans an overnight lock-in at the library with games and activities, as well as many other programs geared for teens. The goal, of

course, is reading and participants get game cards with ways to work towards getting prizes for reading and participating in the program.

The Library continues to buy multiple copies of each title on the Beverly Public Middle School and High School summer reading lists, in print and on audio where available, in order to ensure that all students have access to their required reading. The librarians here at the library work closely with the Beverly Public middle school and high school throughout the spring to create lists that combine quality reading with themes that will engage the students' interest and increase active participation in reading over the summer.

There were numerous programs throughout the year for adults, teens and children, including author visits, story hours, movies, plays and crafts programs. The adult series of programs on Monday mornings (Sept. to May) continued to draw crowds of up to 75 attendees each session. The Library, in conjunction with Gordon College and the Hamilton-Wenham Library participated in a community read based on the life of Dr. Gordon Sato. Two books were read: "The Mangrove Tree," a picture book about Dr. Sato's work of revitalizing the coast of Eritrea by planting Mangroves, and "Farewell to Manzanar," a memoir of a young girl's life in a Japanese internment camp during WW II – similar to Dr. Sato's own experience as a boy.

Facilities and Equipment:

An RFP was issued to cover repairs to the skylights and the Essex street entrance of the library. Interim repairs continue to be made to the library's HVAC system, which is scheduled for major work in the coming year.

The library experienced two floods during the spring, both of which required drying, cleaning and mold prevention treatment. In both cases the library's usual safeguards were in place, including boards, sandbags, etc. but the rapidity of the downpour overwhelmed these defenses when Dane street flooded. The library did not lose any books or computers, but the cost of the drying and mold treatments came to over \$28,000.

The new Bookmobile, delayed last year by a fire in the Moroney garage just days before the vehicle was due to be delivered, finally arrived this June. The new vehicle is a few feet longer than the old one and between that and only having one door, has a lot more space for books and materials. All the many patrons who depend on it for delivery of library materials love the new vehicle and are glad that bookmobile service will have less down time for vehicle repair. Our former vehicle certainly served us well, having been in service since 1988 and we hope our new one will serve us just as faithfully.

RECREATION DEPARTMENT PARKS AND RECREATION COMMISSION

Director – Bruce Doig

With great weather and a lot of great events throughout the year, FY2012 was another very successful year for the Beverly Recreation Department. Thousands of Beverly citizens of all

ages participated in the many programs throughout the year, including many new and exciting classes and events. We are very proud of our exceptional staff, including over 80 summer employees and over 40 volunteer Counselors in Training, and especially our full time office staff that works very hard to ensure that everything runs smoothly year round.

Parks Program: The Recreation Department again staffed 12 public parks in the summer of 2011. There were very high numbers at all of the parks that were staffed last summer. The numbers of registered children at each park in 2011 were:

Hannah School – 89	Balch Playground – 47
Centerville School – 178	Bessie Baker - 61
North Beverly School – 87	Bartlett Gardens - 33
Livingstone Playground – 86	Ahearn Park - 19
Cove Playground – 92	Holcroft Park - 26
McKay Playground – 74	Apple Village - 53

All of the children found plenty of fun and excitement at their neighborhood parks. The high-energy Park Program staff kept the kids busy all summer with many new playground activities and an exciting schedule of nine weekly special events at Lynch Park. The summer park program is fully funded by the city's general budget and this program provides enjoyment for hundreds of children throughout the summer.

During the summer of 2011 the summer park program continued to include an afternoon Active Park program three days per week at Livingstone Playground. The intent of this afternoon program was to give children an opportunity to participate in healthy activities throughout the day instead of just at the morning park program. Many children from all over Beverly came to this program to participate in baseball, basketball, football, soccer, street hockey and many other active games to promote healthy lifestyles. This program is designed to help combat the growing obesity issue facing Beverly children each year.

Special Events: There were nine weekly special events at Lynch Park again in the summer of 2011. The Special Events included Jacob Brower Day, Hero Day, Wild, Wild West, Beverly Pride Day, Crane's Beach, Kids Carnival, and the world famous Luau and Lip Sync Contest. For these special events, Beverly children are bused from all over the city to Lynch Park to meet other children and play games and compete against other playgrounds and camps for bragging rights. Thursdays at Lynch Park in the summer are truly "Special". The annual Jacob Brower Day is funded by the Jacob Brower trust fund and provides a number of great activities and a free lunch for every child as part of a huge 4th of July celebration each summer.

Counselor in Training (CIT) Program: The very successful CIT program continued for the seventh year in the summer of 2011 with 43 teens, ages 13-16, volunteering as many as 250 hours each to assist our staff at parks and camps. Every park and camp was staffed with 2-3 volunteers who, under the guidance of a CIT Director, gained work experience and received on-the-job training. Each CIT was involved in planning activities, inventing games, mentoring children, and assisting the full-time counselors in running their parks and camps. We are very proud of this very successful program and the volunteers who sacrifice their summer vacations to make this program so successful.

Playground Equipment Updates: As a certified playground safety inspector, the Recreation Director continued to conduct a total safety survey of all playgrounds in the city in the past year. About 12 play areas were identified for improvements to playground surfacing and other areas were identified for removal or repair of equipment due to ADA and safety issues. In the spring of 2012, another 1000 cubic yards of engineered playground wood fiber was installed at 12 playgrounds around Beverly at a cost of over \$5,000. The installation of this safety surfacing will ensure the safety of these play structures for several years. This is part of an annual safety program

An additional \$20,000 was approved for playground equipment repairs again in FY2011. Most of this funding went towards the replenishing of safety surfacing and some equipment repairs. Some of this funding will be utilized in the fall of 2012 to enhance more safety surfacing and repairing additional playgrounds. There are several neighborhood groups forming to try and raise funding to replace play structures at Lynch Park, Dane Street Beach and some other parks. Based on the results of the most recent safety survey, the remaining wooden structures will be identified for repair or replacement starting in the fall of 2012.

The Recreation Department has been working very closely with the Friends of Cove Park (Kimball-Haskell Park) and the Department of Public Services to complete the improvements at this playground. The final phase included made continued improvements to this park, including landscape borders and many new benches and picnic tables. Most of the funding for this project came from private fundraising by the Friends of Cove Park with many people working very hard to make this project a reality over the past two years by raising over \$100,000.

The Recreation Department also worked very closely with the Beverly Farms Improvement Society and the Department of Public Services to implement major improvements to Dix Park in Beverly Farms over the past two years. This past year, the removal of the stairs from Haskell Street and the addition of a new ADA accessible entrance from Haskell Street was completed. The total cost of the improvements at Dix Park was well over \$100,000, most of which was raised privately, including many significant donations of materials and labor. Much of the work was also completed by the Department of Public Services. The final result has been a much-improved park and field for everyone to enjoy.

ADA Transition Plan: The Recreation Director continued to work with the Department of Public Services to address areas identified for ADA improvements during past inspections of all Recreation Department facilities. A full survey of all parks was completed again in September 2011.

The Recreation Commission continues working closely with the City to update the transition plan for the city including listing all work required to ensure all parks and playgrounds in Beverly are fully compliant with this law.

Summer Camps (Tiny Tykes, Acme Jr., Acme, Adventure): The four camps run at Lynch Park include Tiny Tykes (ages 3-5), Acme Jr. (ages 6-7), Acme Fun Camp (ages 8-10) and Adventure Camp for middle school students. All four camps are based at Lynch Park and some camps take field trips each session. Acme Fun Camp takes one day trip per week to area attractions and Adventure Camp goes on one overnight trip and one day trip during each two-

week session. All of the camps, except Tiny Tykes, use Obear Park on Fridays for a change of pace from the daily activities at Lynch Park.

The 2011 summer camp season was another very successful year with over 500 children participating in our four different day camps. Many new staff members joined the department last summer. Joscelyn Ruelle-Kersker, Assistant to the Director, and all of the summer camp staff did an outstanding job running all of the camps at Lynch Park. Everyone contributed to make for a very successful summer camp season. Most of the sessions were full and many children attended multiple two-week sessions. These children again enjoyed a wide variety of activities at Lynch Park and Obear Park, with many field trips and special events throughout the summer. These camps provide a safe environment and many wonderful experiences for all of our summer camp children to enjoy each year.

Sports Camps:

For the past eight summers, the Beverly Recreation Department has partnered with many varsity coaches from Beverly High School to provide several sessions of sports camps for hundreds of young Beverly athletes. Coach Dan Bauer ran another successful youth football camp for the youngest players with about 60 players attending. In addition, Coach Bauer ran the NFL High School Player Development Camp with over 120 players attending in August 2011. The HSPD Camp is sponsored by the NFL and the National Guard with no cost to the players to attend the camp.

Coach Dave Wilbur ran a successful baseball camp and Coach Tom Donovan ran a successful basketball camp in 2011. Between all of these camps, several hundred more children were able to participate in these skill development clinics last summer.

Beaches: Three beaches (Dane St., Lynch and Woodbury) were staffed again in the summer of 2011. Things went well with no major problems. All of the lifeguard staff and most of the camp and playground staff were again trained in CPR and First Aid by the Beverly Fire Department in classes provided free of charge. This training significantly increases the level of expertise available among our staff and increased our ability to provide safe beaches, camps and parks for all of the children and citizens of Beverly. I would like to thank Chief Cotter and the Beverly Fire Department for their hard work and efforts to complete this training again for our staff in 2011.

Concerts/Homecoming/Movies in the Park: More than twenty concerts were scheduled by the Recreation Department again in 2011 on Sundays, Thursdays and throughout Beverly Homecoming. Most of the concerts were performed as scheduled. All of the concerts were performed at the Beverly Common and Lynch Park.

Homecoming events had great success in 2011 with great weather throughout the week except for the Sunday of Fireworks, which were postponed a week and went off in a great show. The Lip Sync Contest, Lobster Fest, Kids Carnival and Fireworks were very well attended. The 2011 Homecoming week again consisted of over 80 events hosted at many sites around the city. Many new events were again added for the 2011 celebration. Thousands of Beverly residents enjoy these events throughout the city concluding with the concerts and fireworks celebration at Lynch Park.

Tiny Tots Day was another success during Homecoming. The Recreation Department staff entertained over 300 children with face painting, cookie decorating, games and a moon bounce. In addition, there was another great concert by Peter Stewart and the Potato Chip Band.

Summer 2011 was the ninth year of our successful outdoor movie series with 7 movies shown at Lynch Park on Sunday nights. This program was a success again and “Movies in the Park” was a great event for many families to enjoy on seven beautiful summer nights at Lynch Park.

Adult Enrichment Classes: The Beverly Recreation Adult Enrichment Program continues as one of the best in the area. The department continues to receive compliments from citizens and other departments about the extent of its programs and the quality of brochures. In addition to many old favorites (College Financing, Arts & Crafts, Real Estate, Computer Instruction, etc.), many new programs are offered each year with something for everyone. We are always looking for new ideas to provide low-cost, fun and educational programs to our customers.

Lynch Park Advisory Committee: This subcommittee of the Parks & Recreation Commission continued to solicit public input and work to continue repairs to the carriage house at Lynch Park. The committee is still working to raise money for a total renovation of the carriage house and additional renovations to Lynch Park. The committee hosted a few successful events in the fall of 2011 to continue raising awareness for this project. The committee is planning to host many more events for 2012 and 2013 in the carriage house. With new front doors and a new service area for caterers to use, the building is now ready to host many different events. Already in 2012 we have hosted an open house attended by about 700 people, along with a wedding, a class reunion and a corporate lobster bake. Information regarding rentals is available through the Recreation Department office or the web site at www.bevrec.com.

Lynch Park: The Department of Public Services staff continues to do an outstanding job prepping the park for use by thousands of people each summer. Our department always receives many compliments during the summer about the condition of the park. Most of the credit belongs to the Department of Public Services for their hard work and dedication to making all of our parks as beautiful as possible.

This spring, with the ongoing help of the Solid Waste Management Committee and volunteers, we have been able to continue a very successful Carry In/Carry Out policy at Lynch Park. The park looks so much better without the 25-30 barrels full of trash each day. Most people have been very good about cleaning up and taking their trash with them. Our staff has been handing out trash bags to many visitors.

David S. Lynch Appreciation Day: The Beverly Recreation Department and the Lynch Park Advisory Committee again sponsored the 7th annual David S. Lynch Appreciation Day at Lynch Park in August of 2011 to show our appreciation to the man who made the purchase of this beautiful park possible for the City of Beverly many years ago. Families were entertained by three concerts and tours of the carriage house during Homecoming Lobster Fest, all to benefit the Carriage House Renovation project.

Mother's Softball Tournament: The 12th annual Mom Ball Tournament was held in September 2011 to again raise money for the Beverly Education Foundation. This tournament has raised over \$50,000 for Beverly's schools over the past 12 years. Eleven schools plus a

faculty team participated this year in a very successful, competitive tournament. The tournament was delayed a couple of times due to heavy rain but the teams persevered and completed the tournament with the usual competitive spirit.

Middle School Strength & Conditioning Program: The Panther Athletic Workout Zone (PAWZ) program was run by the Recreation Department for the ninth year. This year the program returned to its home at the newly renovated Beverly High School, utilizing the fabulous new weight room, conditioning room and field house. Ben Goodhue, BHS Strength & Conditioning Coach, coordinated the program. Many thanks to Ben for putting together a great workout program for the kids and to the BHS staff for hosting us this year.

This course is designed for students in grades 6-8 to introduce them to proper weight training techniques, conditioning and BHS athletics. The class was very successful with 30 teens enrolled and participating in the 12-week program with classes three times per week from 5:15 to 6:45PM at BHS. This program has greatly increased physical activity in middle school children, both male and female, in a safe learning environment.

Fitness Programming: Many thanks to the Beverly Athletic Club for partnering with the Beverly Recreation Department to provide many active programs for all the citizens of Beverly. We could not run many of these programs without the use of their facilities and the expertise of their staff. We hope to continue to run many more active recreation programs to build a healthier community through partnerships with the BAC and many other Beverly organizations.

Touch A Truck: The 15th annual Touch A Truck program was held in conjunction with the National DPW Week again this year. Thanks to the hard work of many members of the Department of Public Services and the folks from our new hosts, Beverly High School, this year's event was as successful as ever. Several thousand people attended with their families on a beautiful Sunday in May. Thank you very much to the BHS staff for hosting the event this year. Many, many thanks to the Department of Public Services staff members who work so hard to make this event so special. Many thanks as well to all of the vendors who also participated in this great family event.

Playing Fields: The multi-purpose field inside the running track at Beverly High School received a major facelift in the fall of 2011. Thanks to a \$500,000 PARC grant from the Commonwealth of Massachusetts and a tremendous fundraising effort by Mayor Scanlon, bringing in over \$350,000 for this project, the field was totally rebuilt with a synthetic surface. The field was completed after the fall seasons ended but was used heavily throughout the spring of 2012 and into the summer months. It will continue to be a great asset for BHS and the many youth organizations, including soccer, lacrosse, flag football and others, well into the future. The synthetic surface makes the field much safer and much more playable to allow many more hours of play than the old natural grass field.

Most of the city's fields are in great shape despite the heavy usage thanks to the very hard work of the Department of Public Services. All of the fields are used every spring, summer and fall with thousands of children participating in a number of sports each year.

Beverly Dog Park Committee: After many years of meeting to discuss possible locations for dog parks in the City of Beverly and the Dog Park Subcommittee found a great location and worked with many City of Beverly officials to turn this location into a working dog park. “Paddles’ Park” opened in October 2011 and already has about 600 dogs registered to use the park. It is only open for Beverly residents. The park is next to Beverly Airport on property owned by the Beverly Airport Commission. Many thanks to the Beverly Airport Commission for allowing Beverly citizens to use this facility under the guidance of the Beverly Recreation Department. Mayor Scanlon worked very closely with the Dog Park Committee and the Airport Commission to make this a reality. Mike Collins and the Department of Public services also worked very hard to make this land more usable and attractive for everyone to use.

VETERANS’ SERVICE DEPARTMENT

Veterans’ Agent - Jerry Guilebbe

Under the general direction of the Commissioner of Veterans’ Services of the Commonwealth of Massachusetts, accountable for the administration and delivery of Veterans Services within the statutory requirements of Massachusetts General Laws. This program ensures that Chapter 115 remains a useful tool for easing financial burdens on our disabled, elderly veterans, widows and veterans in need of financial and medical assistance when qualified.

In addition to Chapter 115, the mission as service officer encompasses and requires interaction with city departments, federal, state and private agencies, community and veterans groups, and the general public. This is to include VA benefits, rehabilitation, employment and training services, military records, tax exemptions, annuities, burials, housing and care and decoration of graves.

Ensure eligibility through proper documentation (military discharge, awards, court orders).

Services

Currently providing chapter 115 services to 48 veterans and or widows, which is a significant increase from last year. Again this year the department has seen a 50% increase in health care applications and disability / pension claims. More and more senior veterans are requesting help with medications and health care. Once again I have made this a priority to get this information out to as many veterans as possible, through access at the senior center each (Wednesday) or through the various veterans newsletters that are sent each month.

Long-term care has been a problem this past year with many veterans looking to receive long term nursing care or home health care. Waiting lists can sometimes be long and the locations of services are in the Bedford or Boston area.

Compensation and Pensions have increased and these programs can sometimes take from a few weeks to a month to complete. The VA is now in the process of changing their procedures to make the process efficient and streamlined hopefully, the time for waiting for a claim will be lessened.

Additional services provided are housing, alcohol and drug programs, transitional assistance Social Security, military records and educational assistance with the post 9/11 GI bill. Both North Shore Community College and Salem State University have veteran's coordinators full time to assist veterans with their post 9/11 GI bill.

This office also maintains service records and confidential folders for each veteran and/ or their dependents and a list of services rendered. Massachusetts Chapter 115 benefits are also processed and maintained with reports submitted to the Commonwealth of Massachusetts, Department of Veterans Services, on all monies paid by the City of Beverly, as related to Massachusetts Chapter 115. A copy of all payments and reimbursements are submitted to the State and City of Beverly Treasurer, a copy is also kept on file at the veteran's office.

Community Outreach

The "Beverly Cares" program, which sends packages to Beverly veterans overseas, is now in its 8th year. With the help of local groups, scouts, senior centers both in Beverly and Manchester by the Sea and citizens of Beverly, a package is sent each fall for the Christmas Holiday to all Beverly soldiers serving, no matter their location. Over the past 4 or 5 years I have reached out to all the local scouts and ROTC to have them assist with the flagging on the graves on Memorial Day, 3 of the scouts have earned their Eagle Scout status by working on a community project that assist veterans.

I also have office hours on Wednesday mornings at the Beverly Council on Aging. With some of our veterans and senior widow veterans not able to leave their homes, I also make home visits and handle any necessary issues.

Conclusion

Over the last year services have more than doubled with requests for all types of assistance. This includes new veterans looking to continue their education, health care, jobs and housing just to name a few. Housing and homelessness has become a Major issue. The VA has been addressing this and in Beverly we have some options. The job market had shown a sign of picking up but recently I have seen a slow down for all types of jobs. There have been numerous job fairs but still many veterans on the local level have a difficult time getting to jobs out on Route 128 with no car. I attend and support all of the local veterans organizations when possible and work closely with them to insure that Beverly's veterans are well taken care of.

BEVERLY FIRE DEPARTMENT



It is the mission of the Beverly Fire Department to provide quality fire protection and Emergency Medical Services to the citizens of the community through professional and competent fire suppression forces as well as vigorous public education and fire prevention efforts.



Chief Cotter

The goal of the Beverly Fire Department is to provide the highest level of life and property safety to our citizens through the extension of fire prevention, fire control, emergency medical care, crisis intervention and public education services.

The Office of Fire Chief provides overall direction and management of Fire services. The Fire Chief ensures that the Beverly fire Department complies with federal, state, and local regulations in the areas of fire suppression, emergency medical services, fire prevention, investigation, and disaster response / mitigation. Other areas of oversight include human resources, financial management, and employee development.

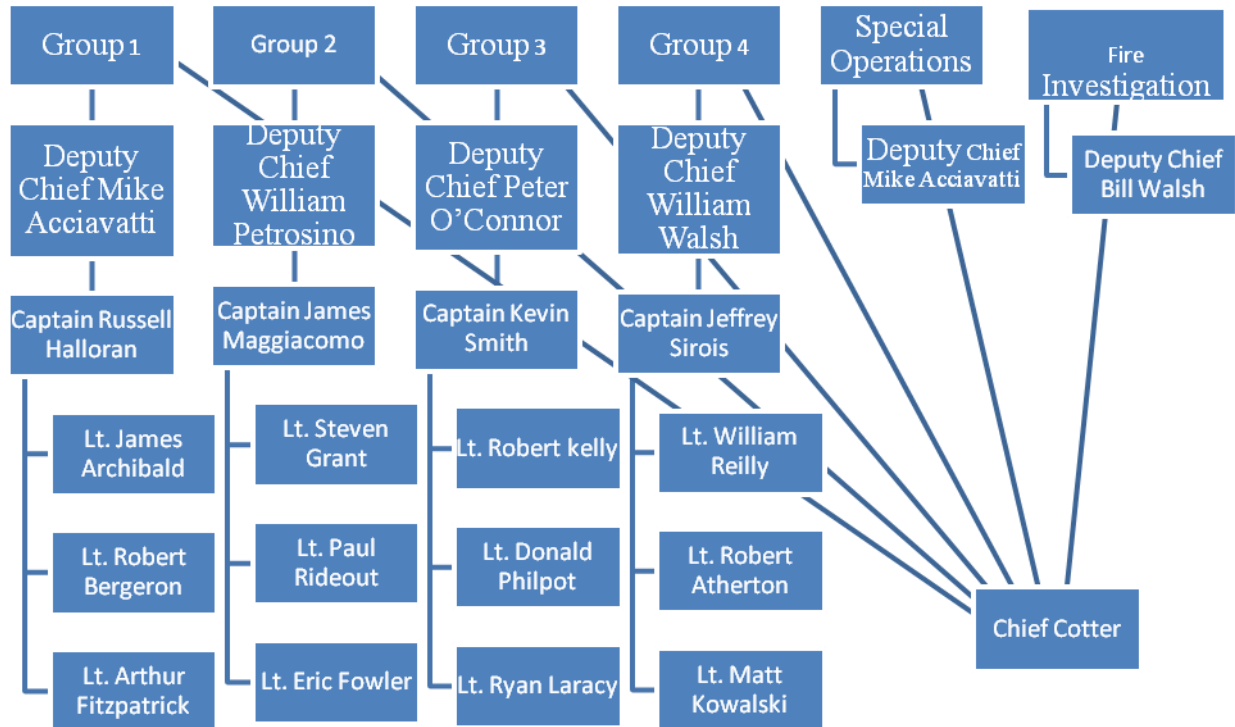
The Beverly Fire Department continues to operate in an efficient and effective manner. In Fiscal 2012 the demand on services remained stretched to its limit. Fire Department responses maintained essentially the same pace as the previous couple of years, which were the busiest ever for the Beverly Fire Department. There were over 4,029 calls for service during fiscal year 2012. The Beverly Fire Department continued to operate to the maximum of its capabilities and will continue to provide the City of Beverly with the best possible service and protection. The department's positive relationships with other government agencies and departments have proven beneficial to the community. Mutual aid / automatic aid agreements with our surrounding Fire Departments continue to serve the community well.

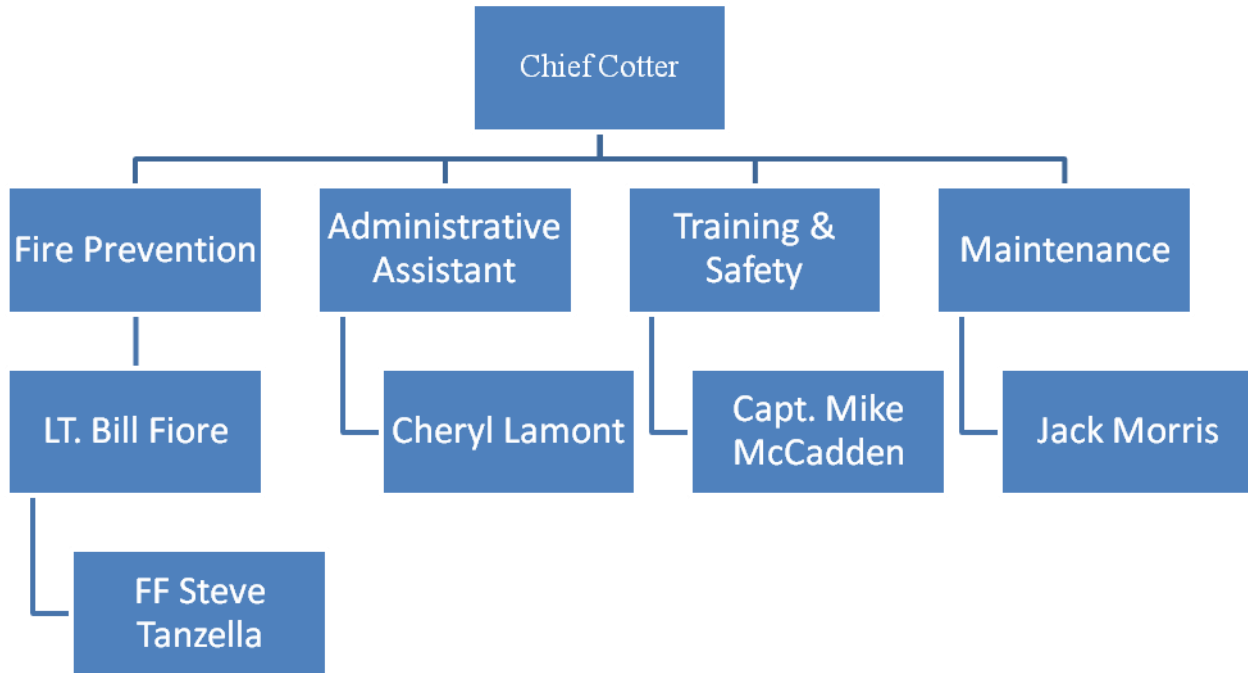


Operations

Emergency response is the most visible aspect of the service that the Beverly Fire Department provides to the community. The community looks to us to provide the service to save lives and properties from the effects of destructive and devastating forces beyond their control. This aspect of the fire department is the primary function for which the citizens of the community have enabled the department and its members. Emergency response has continually increased within the community on an annual basis. The Beverly firefighters respond to fire related events, motor vehicle collisions, hazmat incidents, medical calls and a variety of other requests in which people need immediate assistance. Whether the emergency is natural or manmade the community looks to the Beverly Fire Department to respond to, and mitigate the effects of, the event. In structural fire fighting, one of the key elements that define a fire department's commitment to quality service is its approach to the concept of "loss control." The purpose of loss control is to reduce or eliminate property loss and damage experienced by the citizen during and following a fire. Loss control is a customer-oriented component of the Beverly Fire Department's service delivery system that provides for the highest level of customer service. It places a high value on citizens' property (buildings *and* contents.) Every effort is made to assure that loss is minimized at every fire. This is accomplished through constant training, better equipment and a genuine concern for the value of others belongings.

Organizational Charts





Emergency Medical Services

The Beverly Fire Department currently has fifty (57) Commonwealth of Massachusetts certified Emergency Medical Technicians (EMTs) and one certified Paramedic, divided among the four working groups of firefighters. As replacement firefighters are hired, the number of EMTs will continue to increase until we have all officer/firefighter EMTs. All new recruit firefighters must become EMT's within one year of being hired. Our EMS Coordinator, Firefighter Brad Saunders, directs all aspects of our Emergency Medical Services.

The Fire Department has expanded its' Emergency Medical Services into a community training role. Its' certified instructors have conducted many classes in CPR and AED (Automatic External Defibrillators) certification. The department recently finished all the certifications for the Beverly Recreation Department personnel. This endeavor will continue in hopes of establishing greater public awareness, throughout the community, of the need for CPR and AED training.

Beverly Fire Rescue operates three emergency vehicles that are staffed twenty-four hours a day with Emergency Medical Technicians. Each of these vehicles is also equipped with cardiac defibrillators and EMS duty bags that contain all of the medical equipment and supplies needed for managing everyday emergencies. This includes bandages, gauze, ice packs, an oxygen cylinder and related equipment.

Recently the Beverly Fire Department has begun using smaller vehicles (SUV's) for EMS calls in place of the fire trucks when staffing is available. The SUV is staffed with two emergency medical technicians. There are many benefits to this cause of action. The smaller vehicle not only saves on fuel, but also saves wear and tear on the larger trucks. In addition, it gives us a

faster response time with the smaller vehicle and makes the fire trucks readily available for incidents which they are more suited for such as fires, vehicle accidents, and industrial accidents.

One of the Rescue Equipped apparatus and its personnel are sent to serious medical calls for several reasons. Primarily, the appropriate number of personnel to adequately resuscitate a cardiac arrest victim or treat a traumatic injury exceeds the staffing of one ambulance. In these situations, in which multiple body systems are in need of treatment, additional personnel immediately on the scene can treat the patient's injuries or illness simultaneously.

The second reason Beverly Fire Rescue sends a fire truck to your medical emergency has to do with **time**. Our number one enemy in successfully rescuing or treating a patient is the amount of time that expires between the time of the emergency and the time medical help arrives to the patient's side. Once an ambulance has left the area and transported a patient to a hospital, it is no longer available for the next emergency in that area. Therefore, much of the time, your Beverly Fire truck is the first to arrive and begin life support treatment.

Thirdly, the fire equipment in Beverly has been acquired, positioned and staffed in accordance with the National Fire Protection Agency, the National Fire Administration, the Insurance Service Organization and other industry specific guidelines in order to provide **maximum and efficient** fire protection to the community. The addition of EMS responsibilities for these apparatus provides the taxpayer with additional services using the same tax dollars.

Fire Prevention

Under the direction of Lt./Inspector William Fiore along with firefighter/Inspector Steven Tanzella, the Beverly Fire Department has a very proactive Fire Prevention Bureau working with the members of the Department, City Inspectional Departments, community groups, and local and statewide Fire Prevention agencies to help reduce fire deaths, injuries and loss through educational and code enforcement programs. The Fire Prevention Bureau is comprised of code enforcement and community fire prevention programs. Each of these areas is necessary to continue reducing fire loss in Beverly.

Site Plan reviews are conducted and the proposed building plan designs are submitted by the developer and reviewed for Fire Department approval. All building plans are reviewed by the Fire Prevention Officer for approval of sprinkler systems, fire alarms, heat detectors, smoke detectors, carbon monoxide detectors, fire extinguisher locations and general fire safety throughout the planned construction. As the construction progresses, site inspections are conducted until a final inspection is performed in conjunction with all other code enforcing departments.

The community fire prevention programs are based on curriculum targeted at Fire Prevention and Safety Awareness. This curriculum is related to making positive life choices and community awareness and understanding of fire safety initiatives. The Student Awareness of Fire Education (S.A.F.E.) program has been in place in the community since 1998 and the City has received

over \$54,000.00 since participating in the program. The S.A.F.E. program is funded through the tobacco tax and money is awarded to each community on a grant application process that the Fire Prevention officer submits. Another point of interest here is that the Fire Prevention office collected over \$56,365.00 in permit fees this past year.

Training Division

The training division of the Department continued to be very active in FY 2012. Under the direction of Captain Michael McCadden EMT-P, the firefighters continue to be involved with daily training. Each year more than 100 firefighters lose their lives in the line of duty. As the Safety and Training Officer, Captain McCadden ensures that firefighters conduct operations safely on the scene of an incident and around the firehouse. This year, the Department has sent five more fire officers to take an Incident Safety Officer course so that we can proactively preplan an Incident Safety Officer into more incidents in an effort to minimize injuries and try to bring down that annual number of death and injury in the fire service. This class will serve as a precursor to a bigger plan of having more Incident Safety Officers thus giving us a good backbone of safety on just about any incident that could arise.

For Beverly Firefighters ongoing training is intensive. Selected members, based on needs assessment and prerequisites required by those programs, attend revolutionary training at the Massachusetts Fire Academy often bringing back great education and experience for the rest of the department. Specialty training is ongoing for members of the special operations teams. Dive Team, the Mass Decontamination team and DEP Trailer team are all some of the best in the area due to constant training, readiness and preparedness.

The Beverly Fire Department training and Safety division was established to keep firefighters safe and proficient in their daily duties. One of the newest and exciting developments has been the introduction of a new Emergency Vehicle Operations course taught by a highly qualified Boston Fire Lieutenant. Firefighters were run through lecture and practical drills to enforce the need for situational awareness and the need to drive defensively with a mind set of safety first. Over 90 % of the department had the training and all participants successfully completed the class which included more driving practice than any course brought to the department before.

Along with fires, Beverly firefighters are required to perform varying tasks during their daily operations from oil burner inspections to responding to hazardous materials and EMS calls. Each task requires a different level of training to get the job done right. Many of the training sessions are completed at the company level. Routine pump evolutions and ladder operations are conducted to keep firefighters up on skills. Many other classes require an advanced level of training. Classes such as the Hazardous Material identification class are scheduled for the groups to attend to meet minimum federal requirements for responders to hazardous materials calls. The Training Division ensures that all firefighter / EMTs have the requisite EMS knowledge, skills, and abilities to perform their jobs safely and effectively. These activities include training in new techniques and procedures, evaluation of current skills, and EMT recertification.

Fire Investigation Unit

The Fire Investigation Unit, under the direction of Deputy Chief William Walsh is comprised of five highly trained officers that are certified by State and Federal agencies to conduct fire scene investigations. Two investigators are also nationally certified in the Juvenile Firesetter Program. This program assists troubled youths as an alternative to criminal sentencing. The Beverly unit works closely with members of the State Fire Marshal's Office, Beverly Police detectives, and other fire investigators from surrounding communities.

In the past, the Unit has been involved in investigations that have led to arrests and juveniles being placed into the Juvenile Firesetter Program. They have also worked closely with DSS on other juvenile cases.

Depending upon assignment, typical duties may include, but are not limited to, the following:

- Respond to fires; conduct on-site investigations to determine points of origin and causes.
- Interview Firefighters, officer-in-command, tenants, witnesses, bystanders, and known informants in gathering information as to origin, cause, time, and possible suspects or material witnesses.
- Take necessary steps to preserve evidence at scene of fire; directs orderly overhaul of material while observing and recording evidence.
- Interview building owners and tenants to determine occupancy at time of fire, key holders, last out before fire, etc.
- Identify, trace, arrest, and interrogate suspects, alone or in cooperation with the Police Department, depending upon current policy.
- Prepare evidence for submission to District Attorney and assists as required in case preparation.
- Give testimony in court as the arresting officer and/or expert witness.
- Prepare detailed technical reports of investigations.
- Determine dollar losses in fires; coordinates with insurance companies and cooperates with their investigators.
- Perform related duties as assigned.

Beverly Fire Department Dive Team

History

In 1989, following an underwater emergency incident at the Kernwood Bridge, where a Grand mother and three children lost their lives to drowning, the BFD decided to create a twelve man response dive team. Today, the dive team has evolved to serve all of Essex County, The Coast Guard, and inland communities with ponds, lakes, and rivers requiring services for diving

related incidents. The team housed at the BFD headquarters station is fully equipped with a heavy duty dive truck and a 26' rigid hull inflatable fire boat. All divers are trained to the strictest national dive standards, participate in a minimum monthly training regimen, and retain current EMT and CPR certifications.

Mission

The primary objective is to provide 24 hour per day water/dive rescue capabilities within our primary response area. Services include surface and sub-surface rescues, and to supplement existing municipal rescue services in our response area. The Secondary objective is to provide underwater investigative and recovery capabilities, and to educate the public in water safety procedures.

The Beverly Fire Department Dive Team responds to calls mainly for Beverly and the mutual aid system serving Essex County. The team averages approx. 20 – 25 calls a year and a half dozen or so calls to surrounding communities requiring dive services.

D.E.P. Oil Spill Response Unit

The Beverly Fire Department Oil Spill Response Unit, received from the Commonwealth of Massachusetts (Department of Environmental Protection Division), is a tactical unit which contains all the equipment necessary to contain an oil spill in its early stages. The BFD has created a six man team with training which focused on developing the skills necessary to effectively and safely deploy oil spill containment booms. Team members train once every three months (four times a year) in the town of Beverly, at various locations chosen as target hazards. All members are required to participate in practical deployments at each drill and operate the Beverly Fire Boat for various boom configurations.

D.E.P. Oil Spill Response Unit

Mission

Mobilization: Rapidly assemble the response trailer at a predicted oil spill impact site.

Assessment: Provide initial assessment at discharge area and provide effective tactical operations.

Containment: Deploy containment boom in the configuration that is appropriate to the situation.

Protection: Provide the ability to identify environmentally and economically sensitive areas to be protected.

Communication: Establish an effective communication system. This encompasses communications between Command and the Operational Field Units.

Demobilization & Transition: Assist an orderly transition of site control.

Priorities

1. Protect human health and safety
2. Contain the release
3. Protect environmentally sensitive habitats and wildlife areas
4. Protect economically important areas
5. Clean up impacted areas
6. Remediate the effects of the release
- 7.

Public Education / Information

The Department has several member trained to provide public education. The major focus of the Beverly Fire Department's Public Education program has always been children in kindergarten through third grade. A major reason for this is the funding mechanism that provides for most of our public education materials, the SAFE grant (\$6,365).

Throughout the month of August, firefighters get into all public elementary schools and several private schools in order to provide a grade specific message to all children in kindergarten through third grade. The talks cover everything from 911 to how to Stop Drop and Roll.

In FY2012 119 hours were dedicated to public education. In addition to the schools, the education also included visit to all Beverly Housing Authority high-rise buildings to speak with residents about their building and fire safety.

Aside from providing in person public education, the Department also provides for Public Information. Most Public Information Officers also double as Public Educators, but the PIO's function is to spread the word of the daily activities of the Beverly Fire Department. This can be done through the Beverly Fire Department web page, www.beverlyfire.org, through the Beverly Fire Department Facebook page, or through a variety of media outlets. PIO's spread the message of daily incidents or warnings during target hazard periods like summer grill safety or winter carbon monoxide safety.

Public Information and Education is an important way to make sure that the citizens know what the department is doing and how they are keeping them safe.

Mass Decontamination Unit

Under the direction of Deputy Chief Michael Acciavatti, the Beverly Fire Department is the custodian of a mobile Mass Decontamination Unit. This unit is primarily in place to protect Beverly Hospital from accepting contaminated victims of Hazardous materials release either intentional or unintentional. The unit consists of three space frame tents, water and space heaters, a portable generator and various other tools and equipment that might be needed to decontaminate large numbers of people in the event of an emergency.

Every year the Department conducted a joint exercise with Beverly Hospital and that involved both ambulatory and non-ambulatory victims of a simulated hazardous spill. The drill was a

complete success identifying several processes that worked and a couple that needed improvement.

In addition to the exercise, Department members received 6 hours of continuing education on setup and operation of the system. The Department receives approximately \$2500 in state funds to conduct training annually.

The MDU has been assigned to the Beverly Fire Department for nearly a decade. Firefighters conduct training in its setup and operation annually in the hopes that it will never have to be used. Additionally, the Department has conducted joint exercises with the hospital and local businesses in the past.

The tent is comprised of three sections. The first is where victims remove their contaminated clothing; the second is the wash station with corridors for people that can wash themselves as well as a corridor where a team of hospital personnel can perform decontamination on victims that are unable to decontaminate themselves.

In addition to the tent sections, the MDU consists of a water heater, generator, lighting and a system for collecting the hazardous runoff from the decontamination process.

Marine 1

Marine 1 is a 13,000 pound, 30 foot aluminum fire rescue boat designed and built from the keel up with the purpose of emergency service in the open ocean. Within one month of being in service, the vessel was called upon for multiple water incidents including two search and rescue / recovery operations in Beverly and a significant vessel fire in Marblehead. Marine 1 performed perfectly in all incidents keeping firefighters safe while operating in less than ideal conditions.

In addition to its emergency service, Marine 1 is used often as a training platform and code enforcement / public safety vessel. It can be seen patrolling the waters and standing by during firework events and during training operations including the Department's Dive Team, Department of Environmental Protection Team and basic operator training evolutions.

In an effort to ensure firefighters are safe while responding with the vessel and to protect the investment, more than 204 man hours of operational training have taken place under a variety of conditions including night, day, zero visibility, summer, winter and rough seas. These have been split into six training sessions over twenty four days. This training effort will continue as more firefighters are signed off as qualified for Marine 1 operator duties.

In addition to the six training sessions, every month the vessel gets underway for training operations with the Dive and DEP teams with a crew that ranges from three to eight.

To date, the bulk of this training has been provided by an in house member that is sharing his wealth of maritime experience with his coworkers. The Massachusetts Environmental Police did provide a Boater Safety Course and addition Department of Homeland Security Public Safety Vessel training is currently being sought through a funding request to the FY2012 Assistance to Firefighters Grant Program.

Marine 1 is a significant improvement in reliability and firefighter safety over its predecessor, Fireboat 1. Fireboat 1 had no protection for its crew from the environment, limited practical use as a fireboat, limited use as a platform for dive operations and was extremely unreliable.

Essex County Technical Rescue team

The Beverly Fire Department currently has two members on the Essex County Technical Rescue Team. The mission of the Essex County Technical Rescue Team (TRT) is to manage and coordinate life-saving efforts in the search, extrication, and safe-guarding of trapped victims during natural and man-made accidents and disasters. Members of the Team continually strive to follow the most current rescue methodology and practices in providing the safest, most expedient, and cost-effective technical rescue operations available.

Following a recent spate of firefighter injuries and fatalities when those working to save the injured have become casualties themselves, a new regional team has been developed to keep rescuers safe during the rescue itself.

The 45-member Essex County Technical Rescue Team represents 16 communities. The team is trained in rope rescues and working in confined spaces such as deep trenches at work sites. The Essex County Technical Rescue Team, funded by a grant from the Northeast region of the Department of Homeland Security, trains for confined space rescues, such as being in sewers and manholes where scarce oxygen can kill.

In addition to Beverly, participating communities include such towns as Wakefield, North Reading, Danvers, Reading, Middleton, Salem and Gloucester. The team employs the use of three specially designed trucks and three trailers filled with special apparatus to stabilize unsteady deep spaces. The team drills for 10 months during the year.

Grants

In FY 2012, the Beverly Fire Department was awarded more than \$425,000 in grants. Additional grants totaling more than \$625,000 are still under a review process pending approval.

Each year, the Beverly Fire Department requests federal funding through the Assistance to Fire Grant, Fire Prevention and Safety Grant, Staffing for Adequate Response Grant programs and Port Security Grant Programs. In FY2012, three of four proposed projects were approved.

The largest project approved was to replace the Department's aging Dive Rescue Truck. The total project cost is estimated at \$350,000 and will provide the 12 divers with a safe truck built from the ground up with the needs of the team in mind. It will serve as a platform for divers to get to and from dive scenes, a rehabilitation area and a command post for the operation. This will be the Dive Rescue Team's first true dive truck since its inception more than 20 years ago and is expected to last 20 years.

Another major project approved was to improve the current communications equipment. The total cost of the project is \$58,000 and is providing new portable radios for firefighters as well as a new comparator that will replace an aging piece of equipment in Fire Alarm. This project will

have a positive impact on firefighter safety through improved reliability of the communications system.

The third project awarded was a Public Fire Education project to reduce the likelihood of fires in large apartment building. The Department was awarded \$15,652 in order to train another firefighter to be a Public Fire and Life Safety Educator, purchase a fire extinguisher training prop, and provide a public education message to a targeted section of the community where a significant fire problem has existed.

The Department also received \$6,365 from the State of Massachusetts for its Public Fire Education program specifically geared towards school aged children.

In addition to the awarded grants, the Department also has three grants submitted for review. These include a \$556,900 project to hire four new firefighters and \$76,028 for the purchase of an air filling station for firefighters and divers air cylinders as well as a Public Safety Vessel training program for Marine 1.

In FY2012 the Department also closed out several completed grant projects including the \$356,465 2009 Port Security Grant that purchased the Department's new floating fire truck. Marine 1 is the only vessel with its capabilities between Boston and Portsmouth. It was paid for entirely with Federal Port Security funds. A FY 2010 grant for air cylinders and masks for firefighters was also completed and closed.

Given the difficult economic times, the Department will continue to pursue grant funds in an effort to replace equipment for firefighters in the name of safety.

ANNUAL RESPONSE DATA

TOTAL INCIDENTS FOR July 2011 to July2012 ---- 4,029

TOTAL MEDICAL AIDS ----- 2110

LINE BOX RESPONSE – OUT OF TOWN ----- 26

LINE BOX RESPONSE – INTO BEVERLY ----- 36

MUTUAL AID – OUT OF TOWN ----- 22

MUTUAL AID – INTO CITY ----- 11

BUILDING FIRES ----- 18

WORKING FIRES ----- 9

(All units working or with additional companies)

8/25/11 – 21 Colgate Rd

10/15/11 - 7 Hopkins Av

10/20/11 - 102 Valley St

10/23/11 - 138 Bridge St

11/15/11 - 60 Story Av

12/11/11 - 48 Pearson St

3/16/12 - 6 Northern Av

5/11/12 - 6 Somerset Av

6/20/12 - 52 Matthies St

MULTIPLE ALARMS ----- 6

7/16/11 - 2 alarm – 112 Bridge St

8/25/11 - 3 alarm – 25 Folger Av

1/4/12 - 3 alarm - 10 Folly Pond Rd

1/30/12 - 2 alarm - 3 Dolloff Ave

4/18/12 - 2 alarm - 19 Fairview Av

6/23/12 - 2 alarm - 1 Beverly Hills Drive

HUMAN RESOURCES DEPARTMENT

Director – Pauline Teixeira

The Human Resources Department is responsible for all personnel and employee-related functions and activities of the City of Beverly. We administer all benefits for both active City employees as well as, all City and School retirees. The department is staffed with a Director, Human Resources Administrator and a Part-Time Workers' Compensation Benefits Coordinator. This year we attended several workshops involving Human Resources issues such as Labor Relations, Family Medical Leave, etc. Below is a sample of highlights from this past year.

BENEFITS

Health Insurance

Municipal Health Insurance Reform – On August 1, 2011, the City Council voted to change group health insurance under the process authorized by G.L. c. 32B, §§ 21-23. The City

negotiated with the Public Employee Committee (PEC) and agreed to plan design changes. The new plan design changes included increased copayments effective April 1, 2012, with an added annual deductible effective July 1, 2012.

We held a special open enrollment period in February in order to educate employees on new plan changes and help make plan transfers if needed. Informational packets were sent out to all employees and retirees. We worked with representatives from Blue Cross Blue Shield of Massachusetts and Harvard Pilgrim Health Care and held informational meetings at seven different City and School locations. All employees/retirees were transferred to their new health insurance plans by the new plan effective date.

As part of the Municipal Health Care Reform Agreement, the City was to share a portion of its first year's savings with all health insurance subscribers affected. A premium rebate was paid to all affected in the months of May and June.

A second open enrollment was held in May for changes to the new health plans effective July 1, 2012, as well as changes to all other benefits offered by the city.

Our annual Benefits Fair was held on May 24, 2012 at the Senior Center. Representatives from the City's health, life, disability, dental insurance and deferred compensation companies were on site to answer questions and assist employees/retirees with their benefit options. Also in attendance were representatives from Social Security Administration, Veteran's Agent, Salem Five Cent Savings Bank, North East Senior Health, Health and Education Services (EAP), Beverly Municipal Federal Credit Union, as well as, City of Beverly Health Department and Retirement Department.

Voluntary Dental Insurance – Altus is the current provider for both the actives and retirees. We were able to hold rates for the active employees at a 0% increase with a rate guarantee of 2 years. The retiree product is a pooled rate for all the municipalities participating in the Altus plan in Massachusetts. This retiree plan appeared ready to fail several years ago, but has stabilized to the point of no rate action, at 0% increase.

Group Life Insurance – With current provider, Humana Specialty Benefits, rates are guaranteed thru September 2014. Despite adverse selection due to the high percentage of retirees, the rates have remained constant for the past six years.

Supplemental Benefits – Two new programs were offered to employees, Whole Life Insurance and Critical Care Coverage. Both benefits were available to employees thru payroll deduction. The plans were available on a guarantee issue basis meaning that no employee could be declined for coverage due to a health condition. These benefits are available only thru the employer.

The Critical Care Coverage also provides a \$150 wellness payment for employees who have their annual health care screenings /tests completed.

Flexible Spending Account (FSA) – This past year over one hundred employees participated in the FSA program. With the ever-increasing out of pocket medical costs the FSA plans continue

to be a great tax savings tool. So much so, the IRS will limit the FSA maximum to \$2500 in 2013. The FSA plans allow contributions to come directly out of employee paychecks in a pre-tax format (exempt from Federal, State and Medicare taxes). FSA participants are provided with a MasterCard debit card to facilitate eligible expenses allowing the total election amounts to be available day one of the plan. Participants can save as much as 30% of election (depends on participants tax rate).

The total pre-tax dollars for all participants for 2012 is \$252,199.

With most cities & towns introducing new health plans, with more costs to employees, and new deductibles, the FSA plans have seen a tremendous growth over the last year, and are expected to continue.

Wellness - For the past five years the City of Beverly has offered wellness programs and activities to employees and dependents in an effort to improve health and well being and help control healthcare costs. As we do every year, we met with the BCBSMA wellness consultant to review aggregate claims for potentially preventable diseases and conditions. Currently 16% of total claims dollars are spent on lifestyle related diseases and conditions. 16% of hospital admissions and 18% of doctor visits are due to these potentially preventable issues. This is a slight improvement over last year.

To help foster a culture of wellness, we provide the bimonthly Mayo Clinic Embody Health newsletter to all employees along with three e-newsletters: American Cancer Society Healthy Living, BCBSMA Monthly Health Link, BCBSMA Living Healthy.

To help address unnecessary emergency room utilization and inappropriate medical care we once again promoted the Blue Care Line 24-hour nurse line to employees with a phone call and follow-up distribution of wallet cards with the nurse line phone number. We also promoted the local CVS Minute Clinics to employees with email messaging. This Limited Service Clinic model saves both the employee and the City money. Employees can see a nurse practitioner for a variety of non-urgent conditions. They are charged a doctor-visit copay and the City is billed for a doctor visit. This represents a considerable cost savings over a non-emergent ER visit.

We continue to educate employees on available smoking cessation programs. We distributed MA State Quitline brochures to employees. This is a free, multi-session phone counseling stop smoking program available to all Massachusetts residents.

We have a strong commitment to the health of our employees. We plan to continue to offer new wellness programs with measurable outcomes to meet the needs and interests of employees across all departments.

EMPLOYMENT

The Human Resources department worked along with the Police and Fire departments, Municipal Inspections, Public Services, Library and Harbormaster and hired 18 full-time employees, as well as filling a number of part-time and seasonal positions throughout City departments. This process includes posting job openings, job advertising, interviewing,

reference and background checking, pre-employment physicals/drug testing and processing necessary new hire paperwork as well as, benefits enrollment.

The Human Resources department has been working along with the North Shore Workforce Investment Board to promote the First Jobs program. This is a grant funded program which helps employers provide quality summer employment opportunities for North Shore teens and encourages them to learn leadership and other related qualifications that will prepare them for successful adult work life. The City was awarded a grant to hire 3 teens for the summer. These youths are working in the Recreation department and City Clerk's office. Funding for these positions is reimbursed at 100% to the City.

Again, we applied, and were approved for, Seasonal Employer Certification with the Division of Unemployment Assistance for seasonal positions in our Recreation and Public Services department. Seasonal wages cannot be used to establish an Unemployment Insurance benefit claim.

In coordination with the School department, we generate a School System Staffing Report based on payroll information, which is produced twice a year. This allows us a series of reference points from which to measure staffing levels.

We have been and currently are in union negotiations with City unions. All union contracts expired June 30, 2011.

Workers Compensation – The workers compensation program with FutureComp, our Third Party Administrator, is now all-inclusive of City and School departments. As expected, this has resulted in a much higher number of claims (total 209 in one year), however, has led to even more cost savings with FutureComp assigned to our cases. This is due to using the network through FutureComp which consists of occupational health providers who contract with FutureComp, charging less when treating workers compensation injuries versus non-work related injuries as well as utilizing a bill review process to ensure that (1) providers are not duplicating charges and (2) to ensure that they are in fact applying the DIA fee schedule which is much less costly. In dollars, we have paid out \$509,150 in medical fees, versus \$901,360, which would have been paid without transitioning. Aside from a cost savings, the decrease in administrative duties has been significant and we now have all of our claims data centralized into a system with FutureComp. We are able to follow trends, average cost per claims, medical cost versus lost days cost and specifics per department. Also, we now have medical professionals following the claims and helping the City and the injured employee have more control over the claim and their recovery. Our goal is to provide quality care while helping injured employees get healthy and return to work as soon as possible.

MUNICIPAL FINANCE DEPARTMENT

Director/Treasurer – John Dunn

The Department of Municipal Finance is responsible for all financial, accounting and purchasing activities in the City of Beverly. Many of these activities are prescribed by Massachusetts General Laws to insure the fair assessment and collection of revenues, the proper disbursement

of funds to meet approved expenditures and that goods and services are procured according to best business practices. In addition these activities are further guided by the City Charter and Ordinances and sound financial and accounting business practices to meet the needs of the community. The Department of Municipal Finance also includes responsibility for Management Information Systems.

In general, the Department of Municipal Finance is responsible for the following:

- Coordination of all financial services and activities of City government
- Maintenance of all accounting records and other financial statements for all offices and agencies of City government
- Budget preparation, presentation and monitoring
- The payment of all financial obligations of the City
- The receipt of all funds due to the City from all sources
- Maintenance of all property valuation records
- The purchase of goods and services through open, fair competition at a reasonable cost
- Maintenance of contractual relationships for the acquisition of goods and services
- Rendering advice, assistance and guidance to all other City offices and agencies
- The preservation of financial records as required by law

The Department is organized into six functional areas under the control and supervision of the Director of Municipal Finance. Those functions with their general duties are as follows:

Accounting Office

City Accountant – Carol Augulewicz

The Accounting Office is headed by the City Accountant and is responsible for:

- Maintenance of the general ledger and all accounting records of the City across 450+ City funds
- Annual operating budget preparation and ongoing compliance
- The preparation of all payrolls (City, School and Retirees) for approximately 2100 current and former employees and maintenance of all withholding records
- Coordination and preparation of warrants for the payment of all bills for all City funds
- Internal auditing of all records and offices of the City
- Reconciliation of all balance sheet accounts including cash accounts on a regular basis
- External reporting as required by the Federal and State governments and their agencies
- Preparation of the Tax Recapitulation Submittal for the tax rate setting process
- Certification of Free Cash
- Maintenance of Fixed Asset Schedules

Management Information Systems

Director – Russ Fisk

The Department of Municipal Finance administers the Management Information Systems Office. The Manager and Systems Administrator plan, install and support a variety of hardware and software services:

- The MUNIS financial software for 100+ users needing access for payroll, accounts payable, accounts receivable, utility billing, and financial reporting
- General use software for word processing, spread sheets, e-mail, internet access and connectivity
- Connectivity with and between municipal offices throughout the City including the schools, police, fire, library, senior center, harbormaster, airport and recreation
- Specialty software used by various departments for assessing, parking tickets, document management and public safety communications
- Network hardware and software for all departments
- Service, upgrade and repair all PC's, servers, printers and networking hardware
- Insure the integrity of all data through the administration of user permission levels and access, firewalls and proper systems backup
- Telephone communications throughout City buildings and departments including wire and wireless systems

City Collector

City Collector – Kathleen Killeen Robblee

Under the management of the City Collector the office is generally responsible for the billing, collection and posting of all amounts due to the City.

Responsibilities include:

- Quarterly collection of property taxes on almost 12,000 real property accounts and 1,000 personal property accounts
- Billing and collecting in excess of 45,000 motor vehicle excise accounts
- Billing and collection of 10,000 utility accounts
- Reconcile all accounts receivable with the Accounting Office
- Parking Ticket record keeping and receipts
- Billing and collection of 10,000 trash fee accounts

Treasury

Treasurer – John Dunn

Under the management of the City Treasurer, the treasury is charged with the safekeeping and investment of all assets of the City and the management of the risk associated with the preservation of those assets:

- Receipt of all departmental monies for user fees, permits and licenses
- ***Printing and disbursement of payroll and accounts payable checks***
- Withholding tax payment, reporting and the production (with the Accounting Office) of W-2's and 1099's
- Bank and cash reconciliations
- Collection of Tax Title accounts
- Treasury management including the investment of City funds, debt issuance and management

Assessing Office

Board of Assessors– Peter Caron, Frank Golden and Robert Marshall

Assistant Assessor- Terry DeBlasie

The Assessing Office is managed by the Chief Assessor who also serves as the Chair of the three-member Board of Assessors. This Office has as its primary duty the assignment of property value to all property owners in the City according to the requirements of Massachusetts General Laws.

Responsibilities include:

- Establishing the fair market value of all property (12,000 real estate parcels and 1,000 personal property accounts) in the City and notification of such value to all owners of such property as of January 1 of each year
- Maintaining records substantiating all assessments made
- Preparing and issuing commitments for the collection of property taxes and motor vehicle and boat excises to the City Collector
- Acting on all abatement and exemption applications filed and representing the City in proceedings before the Appellate Tax Board
- Reviewing all building permits to determine impact on valuation of property.
- Conduct triennial revaluations in conformance with Department of Revenue standards.

Procurement and Contract Administration

Purchasing Agent – David Gelineau

This office is responsible for procurement and contract administration for all City departments, funds and agencies including the School Department.

Responsibilities include:

- Monitors that City purchases are made in conformance with the various relevant Massachusetts General Laws including Chapter 30B - Uniform Procurement Act, Chapter 7 - Procurement of Design Services, Chapter 149 – Public Works Construction Projects and Chapter 30, Section 39M – Non-Public Works construction Projects
- Review and approval of purchase orders
- Draft and secure new and renewal contracts for goods and services
- Prepares all Invitations to Bid and Requests for Proposals for purchases of supplies and services exceeding \$25,000, including the development of specifications and the awarding of the contract
- Is responsible for the disposition of all City surplus property
- Responsible for the purchase and management of postage and office supplies for all City Departments
- Oversight of Bid Bonds, Performance Bonds, Payment Bonds and Certificates of Insurance for all bids and contracts
-

Fiscal 2011 Accomplishments

- The Assessors reported new property value growth of \$965,183 for Fiscal 2012. Of this total, \$460,507 was attributable to residential property and \$504,676 was from commercial, industrial and personal property
- Completed the Fiscal 2011 annual audit by September 2011
- Reviewed and approved 1621 purchase orders
- Drafted and secured 17 new contracts for services and renewed 10 ongoing contracts.
- Negotiated the purchase of 700 used parking meters. Retrofitted, reprogrammed and replaced all 350 on and off street individual parking meters. Using these 350 used meters as opposed to replacing with brand new has resulted in a savings of \$49,000, ninety-seven percent less than the cost of new. The City will realize similar savings as additional meters are installed.
- Continued administration of contractors and subcontractors on the \$80.8 million Beverly High School renovation and reconstruction project and made payments totaling \$5.3 million to such contractors and subcontractors. Also applied for and received \$10.0 million in project grant funding from the Massachusetts School Building Authority (MSBA).
- Issued an Invitation for Bid and awarded a Contract to Argus Construction for the installation of a synthetic turf field and resurfacing of the existing running track at the Beverly High School.
- Issued a Request for Proposal and awarded a 10 year contract to BevCam for the operation of the Public, Educational and Governmental Access programming facilities and equipment for the residents of the City.
- Procured the hardware and software for the point of sale system for the school cafeteria program. Provided management services for the installation of both hardware and software installation. We anticipate the system will be fully operation when school opens in September 2012.
- Issued an Invitation for Bid and awarded a Contract to Cape Building system for the construction of the maintenance building at the Beverly Golf & Tennis Club.
- Collected \$1,104,236 in tax lien receivables and interest.
- Monitored the expenditure and reimbursement of the balance of a \$2.5 million grant from the Commonwealth's Executive Office of Administration and Finance for Harbor improvements.
- Redesigned and installed new software and information for the City's web site.
- Certified just under \$1.5 million in General Fund free cash.
- Negotiated and implemented health insurance plan design changes with the City's unions and retirees. The implementation which took place effective April 1, 2012 resulted in savings of approximately \$365,000 to the combined City and School budgets.
- Began the process of upgrading and improving the IT communications infrastructure between various City sites.
-

Fiscal 2013 - Goals

- Complete the Fiscal 2010 annual audit by the end of October 2012.
- Revise and update the content and presentation of the City's website.

- Fully implement GEO-TMS or competing software that will allow the departments of Municipal Inspection, Planning, Engineering, Fire and Health to track all building related permits and inspections on a centralized database.
- With the Solicitors' office, continue to increase the pace of tax title collections.
- Continue IT infrastructure improvements, including external cabling to remote City sites.
- Design and install a handicap accessible lift/elevator at the Beverly Golf & Tennis clubhouse.
- Conclude the Beverly High School construction project and complete the MSBA audit.

MUNICIPAL INSPECTIONS DEPARTMENT

Director – Steven R. Frederickson, P.E.

The Municipal Inspections Department enforces the State Building Code, Uniform State Plumbing and Gas Code, State Mechanical Code, State Electrical Code, Sheet Metal Regulations, Architectural Access Board Regulations, Flood Plain Regulations and Beverly Zoning Ordinances. This involves plan review, permit issuance, and inspections of all building, electrical, plumbing, gas, and mechanical construction in the city, including new structures, additions, alterations, and repairs.

In addition to inspections of new construction, the department is responsible for inspecting and issuing Certificates of Inspection for all existing places of assembly (theaters, religious institutes, schools, nightclubs, restaurants, recreational facilities, public and semi-public pools, bleachers, educational uses (colleges, schools, day care centers), and all residential uses other than one and two-family dwellings (multi-family dwellings, hotels, motels, group dwellings, rooming houses). The department also serves to coordinate inspections of properties by various municipal departments.

The department is also responsible for enforcing the Commonwealth of Massachusetts Architectural Access Board Regulations involving handicapped accessibility to buildings.

The Sealer of Weights and Measures reports to the Director. The sealer determines the accuracy of all weights and measuring devices in commercial and public use within the city.

The Director/Building Commissioner is appointed by and reports to the Mayor. In addition to the full-time Director, staffing consists of a full-time Building Inspector, two part-time Building Inspectors, a full-time Plumbing/Gas Inspector, a full-time City Electrician/Inspector of Wires, a full-time Electrical Inspector, a part-time Sealer of Weights and Measures, and three full-time Clerks.

Highlights:

- Permit activity was up significantly in FY2012. The Building Department issued 1313 building permits (up from 1196 in FY 2009 and 1162 in FY10). Building permits generated \$1,164,733 in permit fees. This was up significantly from \$486,948 in permit fees in FY2011, due to an increase in both the number of permits and in the number of larger projects.

- The Plumbing/Gas Inspector issued 1,379 permits, generating \$79,115 in permit fees. This was down slightly from 1,574 permits, generating \$81,995 in permit fees in FY 2011.
- The Inspector of Wires issued 856 permits, generating \$156,606 in permit fees (up from 793 permits, generating \$132,998 in permit fees in FY2011).
- New projects of note for FY 2011 include a new apartment building at 363-389 Rantoul Street, major renovations to Cell Signaling at 32 Tozer Road, the conversion of a storage building to 32 studio apartments at 60 Pleasant Street, new storage/warehouse buildings at 128 Park Street, major renovations to Jaclen Towers at 215 Rantoul Street, a new Life Science and Business building at Endicott Colleges, and a new arts and theater building at Shore Country Day School. Lab. Ongoing projects include completion of a new 20-unit residential building on Mill Street and two new three-family buildings on Grant Street, continued construction of new dwellings at Chapman's Corner, completion of a new dormitory at Endicott College, and completion of a new retirement community at the corner of Conant Street and Cherry Hill Drive.
- The department continued its program to inspect all multi-family dwellings in the city, as required by the State Building Code. In addition to annual inspections of places of assembly (schools, restaurants, churches, etc.), 760 multi-family dwellings are required to be inspected every five years to determine that they are being maintained in a safe condition.
- In the spring of 2012 the department began a program of annual inspections of all public and semi-public swimming pools, as required by Massachusetts General Law.
- Inspectors continued to attend training to maintain certification and knowledge in the various codes/regulations under their purview.
- The city adopted the new stretch energy code, which became effective July 1, 2011. The code ran concurrently with the existing energy code for 6 months, after which the stretch energy code became the sole energy code in effect.
- A major rewrite of the section of the zoning ordinance that pertains to non-conforming situations (29-27) was completed. Among other things, the rewrite allows for conforming additions to existing non-conforming dwellings (subject to certain limitations) without the need for zoning board of appeals approval.

As part of its ongoing management efforts, the department will be continually reviewing its staffing levels, personnel training, permit application and review processes, web-based services, and document storage systems, with the goal of providing a more streamlined, customer-friendly and efficient department. Reorganization of the plan storage room is nearly complete.

As part of the ongoing effort to increase efficiency, beginning in FY2013 the City Electrician's functions will be transferred to the Department of Public Services, while the Inspector of Wires will remain in Municipal Inspections.

PLANNING AND DEVELOPMENT DEPARTMENT

Director - Tina Cassidy

Assistant Director – Leah Zambernardi

Environmental Planner – Amy Maxner

Associate Planner – Kate Newhall

Community Development Manager – vacant

Rehabilitation Specialist – Margaret O'Brien

CD Administrative Assistant – Nancy Ormiston

Airport Manager – Bob Mezzetti

The Planning and Development Department consists of the Planning Division, Community Development Office and the Beverly Airport.

The Department of Planning and Development is responsible for coordinating all of the planning and development-related activities of the City including land use and master planning, economic development, open space, conservation and historic preservation. The Department oversees the work of the Conservation Commission, Design Review Board, Economic and Community Development Council, Historic District Commission, Open Space and Recreation Committee, Parking and Traffic Commission and Planning Board.

The Department periodically conducts studies of planning and zoning related issues and proposes plans and zoning amendments on a regular basis. It prepares planning and development-related grant applications on the City's behalf and represents Beverly on regional planning and local organizations.

The Department also includes the Community Development Office which administers grant funds for housing rehabilitation, de-leading projects, and first time homebuyer assistance, among others. Lastly, the Beverly Airport operates the municipal airport which straddles the Beverly/Danvers line.

PLANNING DIVISION

The Planning Division of the Department provided administrative and technical staff support to a number of boards and commissions during the fiscal year, in addition to assisting the public with questions regarding zoning and development issues. The department also undertook a number of planning-related initiatives over the course of the twelve-month period.

BOARDS AND COMMISSIONS

The department provided staff support to the following boards and commissions:

Planning Board

The Board conducted sixteen (16) meetings during the fiscal year including eleven (11) regular meetings, one (1) joint public hearing with the City Council and four (4) special meetings. The Board reviewed thirteen (13) ANR (subdivision approval not required) plans, six (6) site plans, two (2) site plan review modifications, five (5) special permits and one (1) request to modify a special permit. The Board also reviewed one (1) definitive subdivision plan, two (2) Modifications to definitive subdivision plans and three (3) applications under the Inclusionary Housing Ordinance. The Board spent time monitoring and administering previously permitted projects currently under construction and working with the City Solicitor on two (2) lawsuits. During the year, the Board reviewed and considered zoning amendments relative to the Open Space Residential Design Site Plan Ordinance, the Floodplain Overlay District Ordinance, the Accessory Apartments Ordinance and renumbering of the Zoning Ordinance. The Board also held informational meetings related to a proposed 40R Smart Growth Overlay District off Essex Street and the Community Preservation Act.

Board of Appeals (ZBA)

The Planning & Development Department provided partial staff support to the ZBA by coordinating the drafting and filing of all decisions. The Board met a total of eleven (11) times during the Fiscal Year and all were regular monthly meetings.

The Board processed a total of forty three (43) applications, specifically:

- Seventeen (17) variances, fifteen of which were granted, one of which was denied and one of which was withdrawn without prejudice;
- Nineteen (19) special permits and two (2) special permit modifications;
- Two (2) requests for Findings in accordance with M.G.L. Chapter 40A Section 6 (one request to grant, one to modify a previous finding); and
- Two (2) temporary conditional permits for in-law apartments.

The Board did not receive or process any appeals of decisions by the Building Commissioner during the year.

Economic and Community Development Council (ECDC)

The Council met quarterly during the fiscal year on economic development matters City-wide. During that time it continued to support work related to the Brimbal Avenue/Sohier/Tozer Road area and assessment of the corridors' development capacity and relationship to the proposed Route 128 Overpass. This study was initially undertaken as a joint effort of the ECDC and the North Shore Alliance for Economic Development but now is being coordinated directly by the ECDC and the Mayor's office with the assistance of part-time economic development staff.

In addition, the Council discussed and recommended adoption of a Tax Increment Financing Agreement for expansion of Cell Signaling Inc. at its Tozer Road facility. The Council also reviewed various planning, economic development and construction projects by way of quarterly updates from the City Planner and discussed projects of City-wide significance including the

planned MBTA parking garage on Rantoul Street and continued development of Cummings Center.

Parking and Traffic Commission

The Commission met eleven (11) times during the fiscal year and conducted occasional site visits as needed. Its work consisted of studying and making recommendations on a number of parking and traffic-related issues across the City. The Commission reviewed and formulated recommendations for the Planning Board on five different site plan review applications and made recommendations to the City Council on various parking- and traffic-related Ordinance changes across the City including a revised City ordinance relative to livery and taxi cab licenses, a potential truck exclusion route for Cole Street, parking and signage changes on Kathleen Drive, Driscoll Lane/Kennel Hill Drive, Birch Woods Drive/Spruce Run and Hale Street, potential changes to snow emergency procedures and associated parking prohibitions, as well as several citizen inquiries/complaints.

Design Review Board

The Board met twelve (12) times during fiscal year 2012. During these meetings, the Board processed forty-one sign applications. Of these applications, thirty-four were approved as presented or with recommendations; three were sandwich board signs, which were recommended for approval to the City Council; and four received a positive recommendation to the Board, but needed a Special Permit from the Zoning Board of Appeals. The Board made recommendations to the Planning Board on five site plan review applications. The Board continues to administer the amended sign ordinance, and continues to address sign violations and other sign-related issues throughout the City with the Building Commissioner.

In addition to its mandated work, the Design Review Board reviews all of the projects that receive funding from the Façade and Sign Improvement Grant Program. This jointly run program between the City and Beverly Main Streets provides matching grants of up to \$5,000 to businesses in the downtown for façade improvements. Typically, grant recipients will use the funds to paint their buildings, repair or replace signs, install exterior lighting and replace windows. This annual program typically allows for five or six grant awards per funding cycle.

Historic District Commission

The five-member Commission met five times during fiscal year 2012, with two of these meetings held regarding the same application. The Commission approved one application for a Certificate of Appropriateness for a project in the City's Fish Flake Hill Local Historic District. In addition to the granted Certificate of Appropriateness, the Commission reviewed several applications that were granted Certificates of Non-Applicability. These certificates are granted when a proposed project in the Local Historic District is an in-kind replacement or repair of what currently exists. This year, the Commission also received fifteen requests for demolition permits as required by the City's Demolition Delay Ordinance. Two of these required public hearings with each of the applications receiving one-year periods of delay; one of these delays will expire in September and the other will expire in March. One recent success story of the Demolition Delay Ordinance is the preservation of a significant portion of the early 1700's home located at the corner of Dodge and Conant Streets, which site is slated to become home to a new pharmacy.

Conservation Commission

The Conservation Commission is a seven member volunteer board made up of Beverly residents and is charged with administering and enforcing the State Wetlands Protection Act and Regulations as well as the Beverly Wetlands Protection Ordinance and Regulations in reviewing and permitting activities within and adjacent to wetland resource areas.

The Commission conducted sixteen (16) meetings and held twenty-three (23) site inspections at various properties throughout the City during the fiscal year, accounting for an aggregate of well over 500 hours of volunteer time served by the members of the Commission. The Commission processed eighteen (18) Determinations of Applicability, twenty-five (25) Notices of Intent, two (2) Orders of Resource Area Delineation and five (5) requests for Amendments/Modifications to existing Orders of Conditions for projects across the City. The Commission also processed twenty-five (25) Certificates of Compliance and four (4) Cease and Desist Orders.

The Commission conducted reviews and provided comments on applications submitted to the Planning Board, including an Open Space Residential Design Site Plan and various other Site Plan and Special Permit applications proposed at locations throughout the City.

Commission members and staff also attended various workshops and conferences throughout the fiscal year which provided educational and technical training opportunities for administering and enforcing the Act and Regulations.

Open Space and Recreation Committee

The Committee held nine (9) meetings during the fiscal year to continually plan and develop open space and recreational amenities across the City. The Committee's main focus during the fiscal year was to implement the City's Open Space & Recreation Plan (Plan). The Committee continues to develop, maintain and revisit the City's priority parcel and easement acquisition list as part of the action plan outlined in the Plan.

The Committee finished its collaboration with representatives from Essex County Greenbelt and New England Mountain Biking Association to map out the final location of the new trail at the Beverly Commons open space area, which included moving the trail to avoid impact to historic features and installing signage alerting users to sensitive natural resources along the trail. Also, the Committee worked closely with a local Eagle Scout candidate on his final project involving enhancing the visibility and improving the condition of a right of way leading to a trail system off Standley Street.

After working with a private landowner to secure an access easement, and with grant funds awarded by Mass. Department of Conservation and Recreation, members of the Committee organized and supervised trail construction at Fox Hill off Tall Tree Drive. This new trail provides access to a previously underutilized open space parcel and established linkages to existing trails in the area. To show existing and proposed trail linkages throughout the City, an updated trail map, dubbed the "Emerald Necklace", has been developed with the help of the GIS Department and is posted on the Committee's website.

The Committee continued to review applications filed with the Planning Board, Zoning Board of Appeals, and Conservation Commission for consistency with the Open Space Action Plan to suggest ways to preserve and/or improve access to open space and trail networks.

In August of 2011, the Committee partnered and volunteered with Essex County Greenbelt Association in Greenbelt's second annual Trail Run at the Beverly Commons open space area. Members of the Committee volunteered on the day of the run, which continues to be a very successful event with many runners participating.

In celebration of Earth Day 2012, the Committee coordinated and hosted the seventh annual Earth Day Nature Walk series. Local naturalists, historians and outdoor enthusiasts led natural history walks at several different properties throughout the City on weekends during the months of May and June. These Earth Day nature walks continue to be a great success providing participants, both young and old, opportunities to join guided tours of properties, as well as to learn about Beverly's local ecology and fascinating history. The Committee looks forward to organizing the event in years to come.

Other highlights of the Planning Division's efforts during the fiscal year included:

- Collaborating with the City's Public Services, Engineering and Purchasing Departments to complete refurbishment of the City's four (4) municipal off-street parking lots. Work included reconstruction of the entirety of each lot including drainage improvements, repaving and restriping, new lighting, new pay stations to replace individual meters and landscaping.
- Representation on the Beverly Main Streets Board of Directors for part of the fiscal year and continued representation on its Economic Restructuring and Design Committees.
- Representation on the North Shore Community Development Corporation (formerly known as the Beverly Affordable Housing Coalition) and participation in that board's activities and initiatives.
- Representation on the Metropolitan Area Planning Council's Executive Committee, North Shore Task Force and Regional Adjudicatory Board.
- Membership on the City's Disability Commission.
- Membership on the Metropolitan Planning Organization representing the communities of MAPC's North Shore subregion.
- Daily interaction with the public, City staff, appointed and elected officials responding to planning, zoning, and development related inquiries.
- Drafting and presenting various zoning amendments before the City Council and Planning Board including changes to the City's accessory apartment and floodplain ordinances.
- Continued collaboration with various City departments on implementation of the City's "Green Community" status.
- Preparation of numerous successful grant applications, including a \$500,000 grant to install a new turf athletic field at the High School, a \$10,000 grant to explore the possible creation of a downtown business improvement district, a \$10,000 grant to design a signage wayfinding system for the downtown, two grants that added 62 bike racks to various public spaces, parks and downtown streetscapes, a \$1,021 grant to construct a

trail to conservation land off Tall Tree Drive, and \$73,300 in grant funds for repair and replacement of the roof, roof drainage system, upper windows, copper flashing and some stucco at the Beverly Golf & Tennis Club.

- Collaboration with Beverly Main Streets on the Façade Improvement Program that provided funds to rehabilitate four downtown commercial facades.
- Providing assistance to the MBTA in developing a final design for the new 500+ space commuter parking garage on Rantoul Street; related site work is expected to begin this fall.

COMMUNITY DEVELOPMENT DIVISION

The position of Community Development Manager remained vacant for the fiscal year.

Façade Improvement Program

The Office allocated \$25,000 to assist business owners interested in improving building exteriors consistent with the City's design standards. Staff members Kate Newhall and Nancy Ormiston revamped the application and streamlined the city approval process with the help of Beverly Main Streets. Approved projects were eligible for up to \$5,000 in grant assistance as well as bank loans favorably priced for the program. Improvements included new signage, awnings, window replacement and exterior repairs. Grants were awarded to 267 Rantoul Street (Scialdone), 275 Cabot Street (Tom Carnevale), 252 Rantoul Street (Chive Event Design & Catering), Prides Bar and Grille on Rantoul Street, 240 Rantoul Street, 298 Cabot Street (Kitty O'Shea's), 245 Cabot Street (YMCA), and 282 Cabot Street (former Tryst).

North Shore Home Consortium

The HUD HOME program aims to assist low and moderate-income households obtain decent, affordable housing. Funding is received through the North Shore HOME Consortium. During the past year the following commitment of HOME funds were made, to be spent during FY12: approximately \$138,000 to the North Shore Community Development Corporation for its Holcroft Homes project (phase two); \$90,000 to Harborlight Community Partners to assist in the rehabilitation of three units of affordable housing at 11 Union Street and 7 Pleasant Street. Another approximately \$132,000 was committed over a two-year period to Peabody Properties for renovation of a former warehouse at 60 Pleasant Street into affordable housing.

Mass Housing "Get the Lead Out" Program

The City continues to act as escrow agent for this Mass Housing program that provides homeowners and investors with funds to remove lead paint from properties occupied by children under the age of six.

Massachusetts Housing Partnership (MHP) and Mass Housing (MHFA) Soft Second Mortgage Programs

These programs provide second mortgage financing that subsidizes the overall mortgage loan costs normally incurred by first-time homebuyers. The Office explains the programs to income-eligible households and refers them to local banks that handle program administration for MHP and MHFA.

AIRPORT

Commission Chairman – Paul A. Vitale, Chairman

Manager – Robert Mezzetti

The Beverly Airport Commission, Airport Manager and staff continue to strive to improve the airport and to make the Airport as self-sustaining as possible despite the poor economy. The Airport continues to provide an economic benefit to the community. A 2010 Statewide Airport Economic Impact Study found that the economic impact of Beverly Municipal Airport was \$22,000,000. This impact is associated with direct impacts that come from operations at the airport, construction projects that are undertaken by the airport and its tenants, and also by visitors and local citizens who arrive and depart the area via general aviation aircraft.

The Airport Commission met for twelve (12) regular meetings during the year.

Airport Capital Improvement Activities – Included a taxiway crack repair project and two access road reconstructions, also submitted paperwork for the FAA grant offer to reconstruct the East Ramp, Taxiway “G”, and revise the Airport SWPP and SPCC plans.

Safety and Security – Met several times with Homeland Security regarding partnering for airport security matters, prepared a airport emergencies preparedness document for MassDOT/Aeronautics Division, made security fence repairs and other security enhancements, had annual FAA Runway Safety Action Team meeting, and updated the Airport Rules and Regulations as well as the Minimum Standards.

Environmental – Received and responded to two (2) airport noise complaints (Beverly – 1, Danvers – 1), began receiving signed aircraft noise awareness disclosure statements from residents of Colonial Gardens, and working with Councilor Martin and the Beverly Safe Drinking Water Alliance on a proposed revised Beverly water supply protection overlay district ordinance.

Public Relations – Completed database of three hundred and eighty-three (383) airport abutters, produced Beverly Municipal Airport brochures, hosted “Wings & Wheels” WWII aircraft and antique auto display.

Aircraft Operations – Calendar year 2011 aircraft takeoffs and landings was 59,706.

Landing Fees – Collected \$35,976.60 in landing fees for FY12.

Development – Negotiated lease with private hangar developer for \$1,000,000 hangar and an existing tenant constructed an additional hangar during the year.

Revenues and Expenses – Total airport revenue for FY12 was \$782,606.51 (this includes the sale of 2 parcels totaling \$417,270.12) and expenses were \$271,190.46. Revenues less expenses total \$511,416.05 (this does not include the airport’s share of Capital Improvement Projects, which totaled \$4,889.32).

Miscellaneous – Acquired authorized GPS approach for Runway 16, acquired two sub-tenants, natural gas line installed at Hangar #49, acquired one tenant-at-will tenant for \$12,000/year, placed six advertisement signs on East and West Side parking lot fences.

PUBLIC SERVICES DEPARTMENT

Michael P. Collins, P.E., Commissioner of Public Services and Engineering

With the close of the fiscal year, we look back on our accomplishments and look forward to setting goal for the coming year. What I hope to convey to the reader is that the items described below are beyond the scope of what you would find in virtually any other public works department. Because we have hired professionals from their respective trades we have capabilities that exist in very few places. This means we can tackle far more complicated projects with in-house staff and this allows us to achieve a higher level of quality at a greatly reduced cost. I realize there is much to do and we have a long list of projects and requests to fulfill but I am confident that when we do something, it is done well and cost effectively.

One interesting example of our capabilities and resourcefulness is the project to move the building located at Glover's Wharf off of its pile foundation to a new foundation on the other side of the city pier. While the actual moving of the building was handled by a specialty contractor, all other work was designed and executed by city forces. Saving this building amounts to a massive recycling effort. The finished product will be a beautiful and extremely energy efficient building that will be home to our Harbormaster and provide for a variety of other water-dependant functions.

Energy efficiency continues to be a prime focus for us and in our second year of managing the school buildings we have continued to make more progress. This past December saw the City achieve Green Community status. Essentially this designation is a reflection of a commitment by the city to reduce our energy consumption citywide by 20% over 5 years. We were awarded a grant of \$206,000 which we will combine with utility rebates to install sophisticated energy controls at the main library and at the North Beverly elementary school. These systems are a proven way to reduce energy consumption by being able to manage the buildings more effectively.

The rooftop solar array at the high school went online this past December and has been putting out more power than expected. The old solar array on the hillside will be tied into the school this summer and on the best days the two arrays will offset as much as 20% of the schools energy needs. Our very old wind turbine suffered some damage this spring but we will refurbish that this summer as well.

For the coming year we will have the additional responsibility of managing the parking needs for the city. For the last few years we have not had much capability to repair meters and manage the parking so the various division of the Public Services Department will be assuming those duties. We are currently completing and inventory of all parking and will be recommending changes to most effectively distribute available spaces especially in light of the upcoming construction of the parking garage for the commuter rail station.

Another new area for the Department is our newly created Electrical Division. This division continues the philosophy that all maintenance functions of the city are more efficient if they are combined with the other Public Services Divisions. This new division is responsible for maintaining the fire alarm network and the traffic signals throughout the city. At some point during this coming year we will also complete the purchase of all street lights from National Grid. This will save the City a significant amount of money each year in rental fees. Once we own the lights we will begin the process of converting the fixture to more efficient technologies. This will save us even more money by reducing the power consumed. The street lights of the city are one of the largest overall consumers of electricity.

We look forward to a new year of challenges and hope to find a way to fund additional road paving projects. At our current funding levels and with the ever increasing price of materials, this will prove to be one of our biggest challenges.

The general work of each division is described below.

WATER DIVISION

Mr. James Turcotte is Project Coordinator for the Department and is currently also Division Foreman. He is assisted by Mr. Mark Theriault and a capable staff of seven (7) water division employees that oversee the operation and maintenance of the roughly 160 miles of water main and some 11,400-service connections. The division also has a two-person crew that is responsible for the operation and maintenance of our main water pumping station and our 30 other drainage and sewage pumping stations.

Our yearly hydrant-flushing program is underway. There are over 1400 hydrants that receive an extensive annual inspection that allows us to identify problems with the hydrant so we can take appropriate action either replacing or repairing them.

The Division maintains the irrigation supplies and bubblers in the City's parks, ball fields and Schools along with the water systems within the cemeteries. This includes winterizing the parks and cemeteries and again in the spring energizing them for use.

During the year we located and repaired 21 leaks during our annual leak detection program. In all we repaired 142 leaks or main breaks of varying severity.

A total of 106 hydrants were repaired or replaced and 8 new hydrants were added to the system.

A total of 10 new 12" gate valves, 10 new 8" gate valves, 30 new 6" gate valves and 1 new 4" gate valve were all added to the system. 14 new tee fittings were added to the system.

Two important main replacement projects were completed this year. The first on Arlington Ave. where approximately 1,140 feet of new 8" main pipe was installed to replace the existing 6-inch main prior to paving operations. This also required the renewal of 25 house services. The second project was replacement of 315 feet of 2" main on Connolly Place to alleviate long standing water pressure issues. This included renewal of 8 house services.

Dead end water lines can be problematic for maintaining excellent water quality and we look for opportunities to eliminate them whenever possible. This year 3 dead end lines were eliminated. First at Chase & Elliott by installing 130' of new 6" line on Chase Street and next on Mechanic to Elliott with 200' of new 6" line and 8 house services renewed. Third, Galloupe to Elliott was connected with 60' of 6" line and 8 house services were renewed.

In preparation for paving on Roundy St. we replaced 24 house services and installed 140' of 2" water main.

We continue to build our GIS system, which accurately tracks all of our information such as location, size, type and age of water main. It is an invaluable tool.

We assisted in the installation of 4 new floor drains at the new Beverly Golf and Tennis maintenance building including connecting the building to the mains in the street. We also installed a new 200 amp electric service to the building.



We have begun the renovation of Prides Pump Station. The current station has been problematic and the renovations will be a much welcomed upgrade to the system.

At this year's Touch-A-Truck event we took the opportunity to promote water conservation and recycling to the community by handing out aerators, pamphlets and other water saving devices

along with educational material. We also collected names of people who would like to purchase recycling bins.

The Cross Connection Control program is administered by the Division to ensure safe water for all of our customers to, “the last free flowing faucet.”

The Division also responds to hundreds of calls each year to assist plumbers and contractors or investigate low water pressure calls.

Our goal for the coming year is to continue replacing some of our aging mains and to start improvements to the system overall as outlined in our soon to be completed Master Plan.

FORESTRY AND GROUNDS DIVISION

Under the direction of Phil Klimowicz, the goal of the Forestry division is to plant, protect and maintain all the public shade trees. Each employee in the division is certified and adheres to current standards. The division recognizes the importance of a stable and sustainable urban forest and strives to educate the public and preserve that valuable resource.

The Forestry staff is assigned to inspect and prune City trees daily. Maintenance to the trees is predominately in response to a resident request. These requests address individual site problems that include trimming, removal, and general information. Older trees are also routinely inspected and trimmed to ensure long-term health and safety of the trees. Hazard tree evaluations are also conducted on an ongoing

The Grounds Division has successfully maintained the public parks at existing budget levels. Crews continue to cut and clean all parks and athletic fields on a regularly scheduled basis. Each area benefits from the annual fertilization program and where applicable, seeding, aeration and sodding are performed. An aggressive maintenance program ensures that the public grounds remain sustainable for years to come at a reduced cost to the City.

The City received a \$5,000 tree grant from Mass DCR. We used the funds to plant trees on Odell Avenue, Sohier Road, and Walnut Street. We exceeded 100 trees planted that had been our annual goal. The City has been named Tree City USA for the 11th year.

We had significant branch clean-up after Hurricane Irene and the October snow storm. The division completed requests for trimming and removals of dead trees. We distributed over 400 Arbor Day seedlings to 5th graders and children at Touch-A-Truck.

The warm, snowless winter enabled the Parks Division to do extensive brush cutting in parks, along roadside and school properties.

More time was spent maintaining school properties. With the welcomed addition of the new synthetic field at the high school comes the added burden of maintaining it. We continued an aggressive fertilization and seeding program to sports fields and park grounds.



MAINTENANCE DIVISION

The Building and Maintenance Division is lead by Mr. Michael Bouchard. Currently there are 2 employees tending to the various responsibilities of the division. These responsibilities include maintaining all street signs and traffic markings, guardrails, parks and playground equipment, pickup and disposal of dead animals, voting, parade and firework set-up, as well as a variety of maintenance and repair tasks on the City's roughly 50 buildings.

- City Hall work:
Repair water heater
Repair and paint hallways
- Police Station renovations:
Repairs to Cell #2
- Park Street Garage:
Remodel Office

- Fire Station:
Address flooding problems at Central Fire Station
Repair sump pumps at Central Fire Station
- Playgrounds and Fields:
Installation and repair of bicycle racks
Lynch Park Recreation roof repairs
Remodel kitchen and floors at Lynch Barn
Restore Cove Room in Lynch Carriage House
Remodel restrooms at Lynch Park
Trim out and secure windows at Obear Park
Organize fencing and signage at Dog Park
Rebuild chimney at Lynch Park
Rebuild and repair Gazebo at Common
- Library:
Roof repairs to main library
- Youth Center:
Repairs and Paint
Repair furnace
- Schools:
Painting of school parking lots
Seal roof and paint windows at solar building
Outside window well rebuild to Cove School
Repairs to roof beams at Ayers School
- Waterfront:
Rebuild docks and concrete wall
Installation of new signage
Installation of new handrails
Framing, steel and siding to harbor building
Moved Building onto new foundation and begin renovations to interior
- Boilers in all municipal buildings cleaned and brought to code for winter
- Update fire extinguishers for inspection in municipal buildings

HIGHWAY DIVISION:

Paul Ruggiero is the Foreman of the Highway Division. Mr. Louis Grasso is the Assistant of the Division. The division consists of eight employees that perform the basic municipal operations of paving, pothole repairs, street sweeping, beach cleaning, and trash collection (parks, beaches,

and downtown.) In the winter months the department is responsible for sanding, salting, and snow removal of all City streets and parking lots as well as 35 miles of sidewalk.

The Highway division also operates and maintains the City's sewerage system and drainage system. Sidewalk repairs to the aging asphalt and concrete sidewalks of the City are also performed to eliminate trip hazards and make the City more accessible.

The Highway Division also supports the Forestry Division with stump removals and the Water Division with asphalt and concrete sidewalks repairs.

Roads undergoing construction are as follows:

- Drainage:
Roundy Street (Mechanic Street to Chase Street)
- Concrete Sidewalks:

Cabot Street	(Lenox Street to Pond Street)
Dane Street	(Knowlton Street to Cabot Street)
Roundy Street	(Park Street to Cabot Street)
Chase Street	(Elliott Street to Cabot Street)
Galloupe Avenue	(Elliott Street to Mechanic Street)
Mechanic Street	(Elliott Street to Roundy Street)
- Hot Mix Asphalt Sidewalks:

Roundy Street	(Park Street to Cabot Street)
Chase Street	(West Dane to Elliott Street)
Galloupe Avenue	(Mechanic Street to Elliott Street)
Mechanic Street	(Elliott Street to Roundy Street)
Arlington Avenue	(Dodge Street to end)
Tozer Road	(#12 to #32)
- Hot Mix Asphalt Roadways:

Roundy Street	(Park Street to Cabot Street)
Chase Street	(West Dane to Elliott Street)
Mechanic Street	(Roundy Street to Elliott Street)
Galloupe Avenue	(Elliott Street to Mechanic Street)
Cabot Street	(Lexox Street to Pond Street)
Dane Street	(Cabot Street to Knowlton Street)
Arlington Avenue	(Dodge Street to end)
Wedgemere Road	(Hull Street to Temi Road)
Temi Road	(Hull Street to end)
Dondi Road	(Wedgemere Road Temi Road)

All construction was completed in compliance with ADA standards regarding handicap accessibility.

The Highway department oversees a variety of outside contractors hired by the City. These duties mainly relate to paving pre-approved streets. Also involved in paving are traffic safety, setup, inspection, and disposal of all outdated structures.

The Highway department also responds to resident requests such as sidewalk repairs, sewer plugs, catch basin cleaning, flooding and other emergency issues.

FLEET MAINTENANCE DIVISION:

Mr. Frank Alleruzzo is the Division foreman and an ASE Certified Master Mechanic. He has a compliment of four well-trained mechanics that perform maintenance on all equipment in the City with the exception of fire trucks and school buses. The Fleet Maintenance Division is also responsible for the fuel depot which services all of the City's vehicles and roughly thirty (30) emergency generators throughout the City. Recently the Division has taken responsibility for the school department buildings and grounds vehicles and equipment maintenance. These tasks require tracking maintenance intervals on hundreds of pieces of equipment from the most basic jackhammer to the newest police cruisers. It is also these employees that must do bodywork and paint to our aging fleet which keeps the rest of the department functioning.

Beverly is now a "Green Community" which means we have committed to buying only vehicles that meet established criteria for fuel efficiency. This brings an end to the practice of handing down retired police cruisers to the other departments in the city. We are auctioning many surplus vehicles and hope to replace them with more suitable and fuel efficient cars and trucks. More attention is given to scrap metal recycling from old radiators and copper piping from road work is being turned into funds. We have earned over \$20,000 in the last few years by continuing to recycle scrap metal generated in our work.

It cannot be said enough how difficult it is to be flexible enough to work on the newest computer controlled vehicle with multiplexed wiring one minute and welding a broken backhoe the next. There is no end to the repairs as even the newest equipment breaks down and the ever tightening environmental controls make the newer equipment much more costly and complex to repair. All heavy trucks must now be Mass DOT inspected. This can be costly and challenging to keep 20+ year old vehicles working and safe.

A new maintenance facility will be one of the City's top goals in coming years. The existing building is too small and lacks basic safety features found in modern buildings. The building was built in the 1930's to maintain the equipment common at the time. Today's trucks are much bigger and we have many more of them.



PUBLIC SCHOOLS DIVISION:

The division is led by Mr. Tim Howland. The staff of the department includes 25 custodian covering 9 school buildings and close to one million square feet of space.

It is the mission of the division to provide a safe and effective atmosphere for learning. It has been proven that classrooms that are well lit and have adequate fresh air provide a better learning environment. This translates directly into better test scores and teachers that can be more effective if they don't have to worry about building issues.

One of our basic goals of consolidation was to take the worry of facilities away from educators so that they could focus on their ever-growing responsibilities of teaching in a complicated world. To that end I believe we have been very effective.

The consolidation also provided the opportunity to use some of the highly skilled staff of the Public Services Department to perform repairs and maintenance functions that would have otherwise been performed by contractors. This has been very successful and we have saved tens of thousands of dollars along the way.

Over the past year we have made great progress in fine tuning the energy consumption at the schools. At the High School we continue to address sequence of operation strategy to benefit the controlled environment as well as cost reductions on energy consumption.

With the replacement of steam traps at Briscoe Middle School we have much shorter cycle times for the boiler plant and we are now focusing on the replacement of control valves in individual classrooms. For the most part, the control valves are original, and once completed will greatly enhance comfort levels. The repair of the steam traps was subsidized by a grant from our utility vendor to the tune of 50% of the project cost.

Both the custodial staff and DPS skilled workforce continue to provide sound maintenance of all buildings. Repair to the Ayers Ryal Side structural roof beams, new flooring at the Briscoe Middle School cafeteria are just a few examples. Department electricians also installed radio cables in the new high school saving \$37,000 by doing the work in house.

There will be continued training on professional development days for the entire custodial staff. Green cleaning processes and procedures will remain a focus in the up-coming school year. The safety of the campus environment as well as the proper maintenance of our facilities is paramount over the next fiscal year and into the future.

ENGINEERING DIVISION

- **Personnel**

Current Division employees are as follows:

- Eric Barber, P.E. – City Engineer
- Mary Sullivan – Senior Clerk
- Peter Seamans – Project Coordinator
- Robin Levesque – Senior Engineering Aid
- Roland Adams – GIS Coordinator
- Sean Ciancarelli – Staff Engineer

The Engineering Division continues to utilize interns to provide additional services. Robert Ditty and Jeffery Lapointe have been very helpful and a great asset to the Engineering Division, providing hours of scanning and data entry into the Electronic File Cabinet.

Jeffery joined the Division as part of a “First Jobs” work program that started as an 8 week, all expenses paid, employment opportunity. Jeffery performed extremely well so the Division kept him on to continue his efforts in digitizing our cemetery records. He is still in the process of performing this work.

Robert is a Civil Engineering student who was hired on a temporary basis. He has completed dozens of hours of scanning and database entry to our Electronic File Cabinet. He expects to return to school in the Fall to continue working towards his degree.

- **Municipal Parking Lot Reconstruction**

Last Fiscal Year, the Engineering Division oversaw the reconstruction of the four municipal parking lots that the City owns. These include the Pond St, Pond/Chapman, Hale/Briscoe, and Washington/Franklin parking lots. Upon completion of the construction, the pay kiosks were fully activated and used for payment within the lots. It was quickly identified that a pay-by-number scheme was an optimal method of payment versus the originally proposed pay-and-display. Pay by number required each space to be uniquely numbered so that customers could buy time for a specific parking space. This methodology also makes for quick and easy enforcement within the lots.

An evaluation of the kiosk proved early on that we would need to be diligent in maintaining the hardware. However with a year's worth of trial and error, we have what we believe to be a smooth operating system.

- **Parking Meter Change-Out**

A significant change to the City parking meters was made through the efforts of the Purchasing Department and Engineering Division. All of the mechanical meter mechanisms that have been in place for the past 50 years have been swapped out for more modern digital meters. These meter mechanisms were purchased used at a fraction of the cost of new mechanisms from Brookline (who had recently changed to Pay and Display meters).

These mechanisms have a significant advantage to the mechanical meters. First, they are easily reprogrammable to receive new price structuring. Second, they have a clear, easy to read dial that is green when someone has viable time on the meter, yellow if there is a problem with the mechanism, or red if there is no time on the meter. This gives enforcement personnel a clear and easy visual when trying to determine which vehicles are in violation, or if there is a problem with the mechanism that needs to be fixed.

The next steps in the project will be to replace any bent or damaged poles, powder coat all of the meter bodies, place meters in locations that need enforcement, and catalogue all of the meters in our GIS mapping software.

- **Chapter 90 Paving**

The FY12 Chapter 90 paving project, as accepted by the state, includes the following streets:

- Chase St – Elliott to West Dane
- Cliff St – Porter to Linden
- Galloupe Ave – Elliott to Mechanic
- Herrick St – Brimbal to Westerly
- Mechanic St – Elliott to Roundy
- Roundy St – Rantoul to Cabot

- **Tozer Rd Sidewalk**

The final piece of the North Beverly Drainage Project was completed in Fall 2011. A porous pavement sidewalk was constructed from the end of the Walden St. cul-de-sac to the driveway at #32 Tozer Rd. This sidewalk was constructed using pavement that allows water to dissipate through the sidewalk and recharge into the ground. This requirement was placed upon the project by the DEP as a condition of approval for the installation of the sidewalk. The City oversaw the construction and Cahill Excavation was hired to perform the excavation, grading and overall site preparation. City crews placed the asphalt berm while Allied Paving performed the paving work. Future plans are to extend the sidewalk from its current ending point up to Sohier Rd.

- **Sohier Rd and Herrick St Improvements**

Significant improvements have been made to the intersection of Herrick St and Sohier Rd. This is a project that was in the works for a number of years; however did not start construction until FY12. Bayside Engineering provided the overall design, while the Engineering Division, Highway Division, and City Electrician all provided the field supervision to see the project through to completion. These improvements included the revamping of the traffic/pedestrian signals, reworking the travel/turning lanes, redesign of traffic islands, overall handicap access, and sidewalk reconstruction. Other improvements included minor reworking of drain lines and catch basins, repaving of Sohier Rd from Herrick St to Tozer Rd, and striping to accommodate the new turning lanes. All of this work addressed traffic issues due to the high school and hospital and appears to be working as designed to clear traffic in a more efficient manner.

- **Pavement Maintenance Program**

In FY12, the Engineering Division heavily relied on the Pavement Maintenance program that BETA Group developed in FY11. With this software, the majority of the paving planning was completed in the office, and 90% of the data was entered into our budgeting spreadsheets without even stepping onto the streets. After completing some of the paving that was planned, it has proven to be an accurate measuring tool, completing our projects within the projected budgets.

Adding a level of detail, FY12 saw further development by adding a module to track our Handicap Ramp construction. BETA Group catalogued our existing curb cuts as well as developing a proposal for the continual upgrades to our City Streets. In theory, all intersections throughout the City will be handicap accessible in 25 years.

- **Trench Repairs**

With continual efforts in improving our City streets, utility trenches have been repaired in a series of 6 Foot grind and overlay phases. More than any other contractor, National Grid Gas has made the greatest improvements in their trenches by utilizing the 6 Foot grind; however they have quickly learned that doing so is extremely costly. In a negotiation that has taken place between the Engineering Division and National Grid Gas, it has been determined that

certain circumstances warrant National Grid to cut a check to the City for work that has been performed. This check is in an amount greater than what it would cost for the City to repair the gas trench, but less than a 6 Foot grind and overlay would cost the gas company. The City then takes the money and grinds and repaves the entire road. All parties agree that this becomes a win/win situation, where the Gas Company, City, and residents all benefit. Moving forward, this strategy will be implemented whenever possible to help save money in paving and reducing utility cuts in pavement.

- **Cross Connection Control Program**

The City is required to maintain a “Cross Connection Control Program” to ensure that all backflow prevention devices protecting the water system are properly installed and functioning as designed. Beverly has 578+ devices and cannot cost-effectively perform all the necessary testing to maintain such a program so a local vendor was hired in November 2011 to carry out all essential duties. This contract brings some new technology to the table, allowing users to more effectively track device status.

- **Electronic Database**

With the importance and usefulness of having quality data in our GIS system, FY12 has had continual development in a project that began in FY07. The Engineering Division has continued to use the Ricoh 2400 that was purchased in Spring 2008 to scan drawings and manage files that come into the office. Original estimates were around \$35,000.00 to outsource the work required to convert the most regularly accessed drawings to electronic formats. To date approximately \$40,000.00 (since Jan 2009) has been spent on hired part-time help to perform the same services, with the direct oversight and quality control of the Engineering Division. Not only have we met the original goal that we set out complete, but we have begun the early stages of incorporating other departments City-wide. We have entered almost twice the records into the system than was originally anticipated and we are certain the quality of the data is far better than if we had outsourced the task.

Currently, the most regularly accessed drawings have been scanned, and a large portion of the older archives have been converted to electronic format as well. As of FY11 there were 9,300 records entered into the electronic drawing database, which is the catalogue of records allowing one to find what plans exist on file. FY12 shows a total of 11,600 records for an increase of over 2,000 plans entered into the database this year alone.

In FY11, there were a total of 70,000 records in the electronic file cabinet. In FY12 there are over 84,000 records in the file cabinet. Every day shows significant improvement in our system. The numbers displayed here are proof of that alone. The next fiscal year will see continued data entry into the archive, addition of electronic files, and continued efforts to bring a similar data management system to other departments throughout the City.

The Engineering Division recently purchased a software package called eDrawer. This software will soon contain all the data described above and will allow the user to access **any** of the data in a matter of seconds, cross-referenced and in a manageable order. We are waiting on a new version of the software before we fully implement it; however we have

made the initial steps towards utilizing the system. With an anticipated release of August 2012, we are close to utilizing this software to its fullest. Users should be able to use a web-log in interface to access files remotely as well as on smartphones or tablet devices.

- **Geographic Information System/Mapping:**

FY12 showed continual updating of the utilities within the GIS—Water, Sanitary Sewer and Storm Sewer. The Storm Sewer GIS continues to focus on including natural features to develop an ability to trace how sections of “pipe” are inter-related with natural features such as streams and wetlands.

We are in process of creating a Cemetery GIS. This will include a map of all the Cemetery lots that will look much like the parcel map. From a GIS perspective the project is about 95% complete waiting review of check plots and final “cemetery lot ID” table to link with the cemetery lot owner database that is also being developed.

The FEMA 2012 FIRM (Flood Insurance Rate Map) maps for City’s and Town’s in Essex County are now official. The City sent letters this past June to residents that we believed would be impacted by the revised FIRMs advising the new maps may have an impact/effect on future property insurance and/or building requirements.

The US Environmental Protection Agency (EPA) issued its 2010 draft North Coastal Small Municipal Separate Storm System General Permit (MS4 permit) requirements for comment. The EPA has now decided to issue a new draft permit in the Fall of 2012 including additional regions within Massachusetts. The 2010 draft permit included many requirements that were not achievable and would have placed severe funding pressure on the City to implement. Although we do not know the details of the new 2012 permit, we are hopeful the EPA will consider the cost/benefit of their proposed requirements.

After several years working with FEMA, the City was awarded this spring a Hazard Mitigation Grant for Chubbs Brook Supplemental Stormwater Improvements. The grant will reimburse the City for \$730,725 of the project cost.

- **Green Communities**

A major accomplishment has been completed through the hard work of the Purchasing Department, Building Department, Planning Department and Department of Public Services. Beverly received “Green Community” designation in December 2011. With this designation, Beverly has agreed to reduce its overall energy consumption by 20% in 5 years from a benchmark that was established as the year 2009.

With this designation, a preliminary allotment of \$206,475.00 was granted to the City to make improvements to our North Beverly elementary school and main library by installing Energy Management Systems (EMS) to electronically control the buildings heating and cooling in a more efficient manner.

Future allotments will be made available assuming we can achieve our energy reduction goals.

- **Contractor Licensing**

Contractors wishing to dig within the City of Beverly are required to become licensed. Licensing of a digging contractor requires letters of reference, current insurance certificate documentation, and a \$150.00 fee.

➤ Licenses Issued in FY12: 36 for \$5,400.00

- **Permits**

Water/Sewer/Digging

A primary function of the Engineering Division is to issue permits related to utility construction. In FY12, there were 423 permits issued for a total dollar amount of \$44,900. Inspections are made to ensure that the work performed was installed properly and all materials meet the City of Beverly standards. Eric Barber and Sean Ciancarelli provided these inspections. For water main installation and fire supplies the Engineering Division oversees high-pressure water tests to ensure that no leaks develop and that the system is properly disinfected. The office also oversees testing on sewer mains and drain lines, which require low-pressure air tests to determine that all connections were made properly. Vacuum testing on all newly installed manholes is required by the City of Beverly, which also needs to be inspected.

➤ Permits Sold in FY12:

Water: 74 for \$7,400.00 (average: 6 per month or 1.5 per week)

Sewer: 36 for \$3,600.00 (average: 3 per month or 1 per week)

Digging: 264 for \$26,400.00 (average: 22 per month or 5 per week)

Drainage Alteration/Erosion Control

Every building permit that is reviewed by the Engineering Division must be examined for any potential drainage changes as well as the erosion control measures that are to be implemented. These permits and regulations fall under the City's Stormwater Management and Construction Site Management Ordinance. According to the Drainage Alteration Ordinance, it is unlawful for any person or other legal owner of real property in the City to disturb the existing grade of land by more than two feet without first obtaining approval by the City Engineer. Therefore, a Drainage Alteration Permit must be filed with the Engineering Division if such a grade change is proposed. The fee associated with the Drainage Alteration Permit is \$50.

According to the Erosion and Sedimentation Control and Materials Management Ordinance, the City must guide, regulate and manage construction activities that render soil exposed and vulnerable to erosion by wind and water as well as containing and properly managing potential on-site pollutants including but not limited to oils, gasoline, pesticides, paints, garbage and sanitary wastes. Therefore, the Engineering Division must review erosion control permits for every project. There are three different types of Erosion Control Permits

based on the area of the property being disturbed. There is no fee associated with the smaller sized projects (projects disturbing less than a quarter acre and projects disturbing less than one acre but more than a quarter acre). A fee of \$200 is associated with any project that disturbs more than one acre.

➤ **Permits Sold in FY12:**

Drainage Alteration: 3 for \$150.00

Erosion Control: 1 for \$200.00

Escrow

With each street opening, an assessment is made to determine how much of an Escrow Bond the contractor is required to provide. This bond ensures that all work is done in compliance with City standards. This bond is returned to the contractor upon proper completion of the job, which includes paving the utility trenches. Currently there are 17 incomplete trench openings that require finish paving dating back to 2008. We are holding approximately \$24,000 in bonds that should be turned over to the City if the contractors are not going to perform the work.

- Escrow collected in FY12: \$18,000 for a total of \$24,000 and which may be refunded to the contractors

- **Water Demand Charges**

For projects that require a new water service line or an upgrade from the current line, we charge a Water Demand Charge. This charge is assessed based on the size of the water line being installed into a building or property. It is representative of the “stress” on our water distribution system. Fees range based on the size of the line.

- Water Demand Charges collected in FY12: \$185,600

- **CRT Pickup**

The City of Beverly provides CRT television and computer monitor pickup services through its trash and recycling contractor (JRM). JRM picks up CRT's on the third Saturday of the month for residents who pay a \$20.00 fee and are placed on the list. All money collected for CRT pickup is paid to JRM to provide this service.

- CRT's collected in FY12: 211 for \$4,220.00

- **Water Meter Sales**

The Engineering Division sells meters to residents and contractors who have new buildings being constructed. The City of Beverly standardized on two manufacturers. For the most part, Badger meters are provided for residential installations, and Metron meters are provided

for commercial/industrial applications. Meters vary in price depending on size and configuration.

- Water Meters sold in FY12: Meters for \$17,229

- **Maps and Plans**

One of the services that we provide for our residents and other City departments is the creation of maps and plans. The sale of such plans ranges in price depending on what information is requested. In FY11 we significantly improved our ability to provide “Full Size” (24”x36”) GIS prints through the purchase of our HPT1200 color plotter. We have had very positive feedback about the quality of the information we are able to provide. With the heavy use of our online GIS by residents and business the sales of maps/plans has been greatly reduced, although we are not spending as much time developing plans.

- Maps/Plans sold in FY12: \$1,018.00

- **Fireflow/Pressure Tests**

When fire flow/pressure tests are required, the Engineering Division charges \$250.00 for the test. We also hold a deposit of \$500.00 to ensure that we get the test results back from the contractor performing the work. Once we receive the results we return the deposit.

- Fire Flow/Pressure Tests performed in FY12: 25 for \$6,250.00

- **Taps**

Contractors who are installing water services to buildings have two options when making the connection to the water main. They can either make the connection themselves, or they can pay a fee of \$250.00 to have our Water Division perform the work.

- **Tap Fees paid in FY11: 4 for \$1,000.00**

BEVERLY POLICE DEPARTMENT

Message from the Chief

Beverly is a great place to live. The Beverly Police Department mission statement reads in part, “While maintaining respect for individual rights, human dignity, cultural diversity and community values, we pledge to sustain a working partnership with our community to protect life and property, and to maintain a safe and peaceful environment for all.” Our community’s safe and family friendly environment could not be achieved without the talent and commitment of the men and women of the Beverly Police Department and the partnerships we share with our citizens.

The effectiveness of our citizen-police partnerships can be sensed when you walk through our neighborhoods in the evening or enjoy a night out in our downtown restaurants. The Beverly Police Community Advisory Committee has volunteered their time and effort to consistently implement the philosophy of “Broken Windows.” In partnership we have removed graffiti from our streets and neighborhoods, reduced the volume of speeding and dangerous drivers on our roads, and provided education to reduce drug abuse. Each of these initiatives has added to the high quality of life in our city.

FY 2012 was a challenging year recording an increase in calls for police services. While violent crime edged upward, consistent with the national trend, Beverly experienced a reduction in most property related crimes.

The department used data driven policing to spot criminal trends as they developed and precisely targeted criminals before they could victimize our citizens. The implementation of information sharing systems continue to prevent criminals from successfully relocating criminal activity into or out of our city.

The rapid dissemination of public safety information to our citizens was enhanced by synchronizing communication technology and social media applications. The city’s Swift Reach phone system, BPD Facebook, Twitter, MyPD Smartphone application, and the Beverly Police Web site www.beverlypd.org rapidly developed as an effective means to provide timely and concise community safety information. Every citizen is strongly encouraged to log in or sign up for these important services.

Along with our Community Advisory Committee, this department was honored to recognize members of our community as the Community Police Partnership awardees. Congratulations and appreciation goes out to Director Mickey Northcutt and the North Shore Community Development Coalition; Donald Preston owner of Casa De Moda; President Tom Pawlyk and the Beverly Kiwanis; President Thaddeus Siemasko and the Beverly Rotary; and Beverly resident Bob Gilligan. Congratulations also go to Officer Mark Panjwani as our first Community Police Officer of the year.

Moving forward the Beverly Police Department will pursue Accreditation; the development of a Mental Health Response Team, a Community Service Unit; and continue to develop regionally through the North East Massachusetts Law Enforcement Council (NEMLEC) and the Regional Emergency Communications Center.

The men and women of the Beverly Police Department look forward to providing our community with unmatched excellence in law enforcement services.

I am honored to serve this great city and to be a member of such a professional and committed organization of men and women.

MARK A RAY
Chief of Police

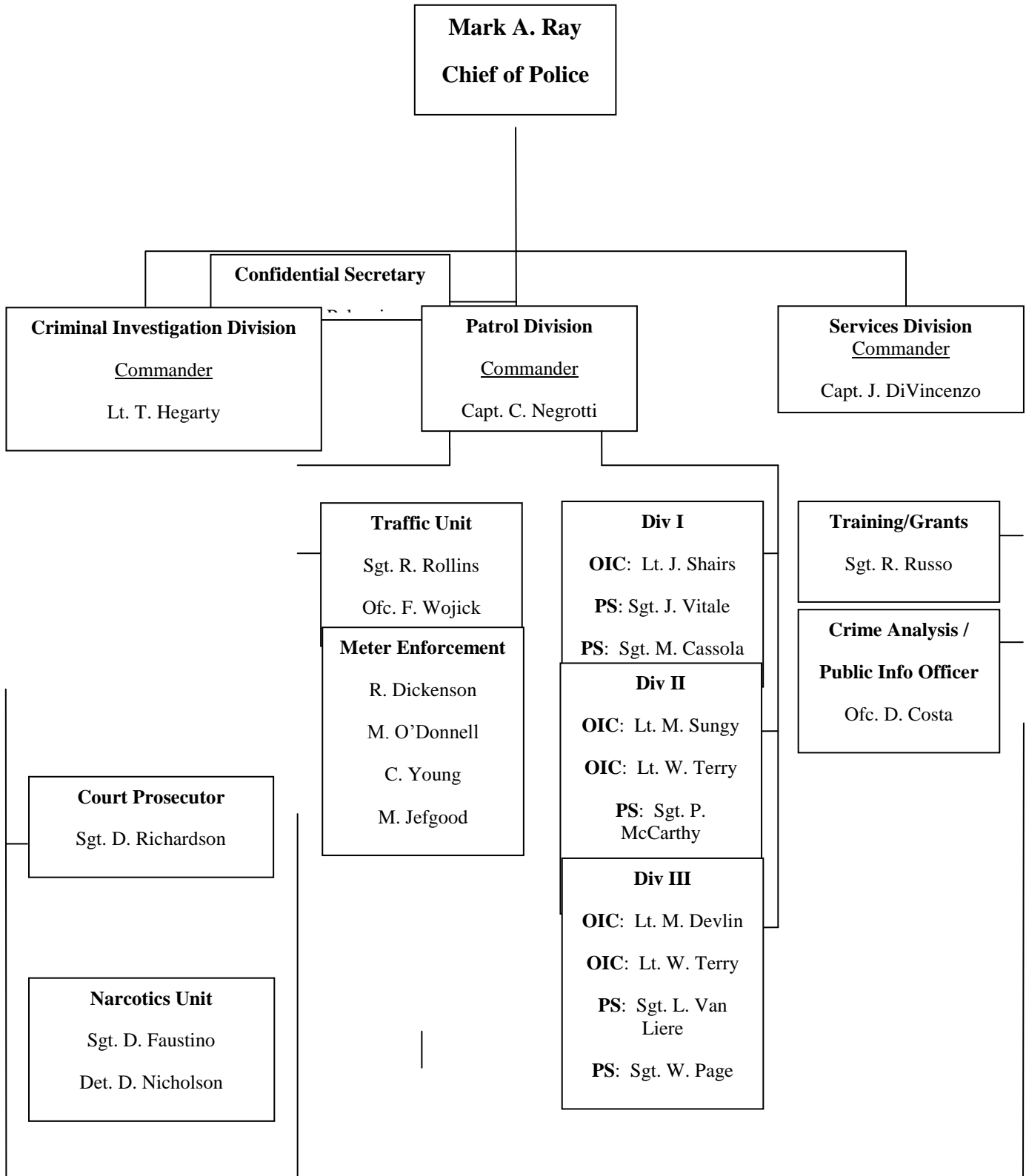
MISSION STATEMENT

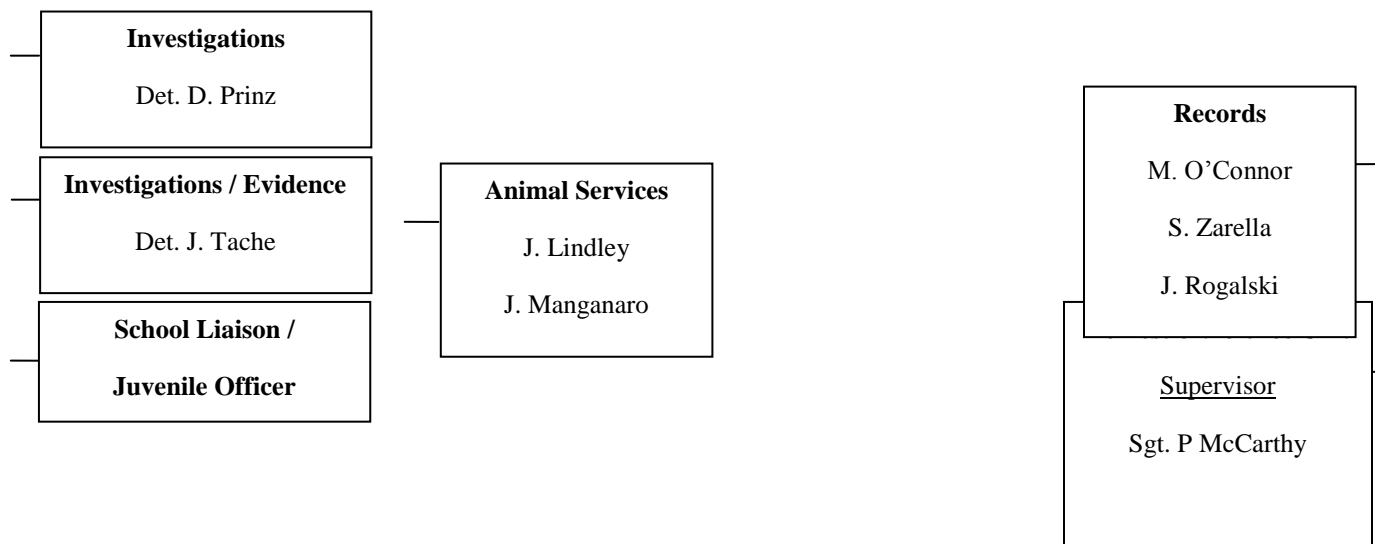
The Beverly Police Department is an organization comprised of professional men and women who are ethically and morally dedicated to providing the finest quality of law enforcement services to the citizens of Beverly. While maintaining respect for individual rights, human dignity, cultural diversity and community values, we pledge to sustain a working partnership with our community to protect life and property, and to maintain a safe and peaceful environment for all.

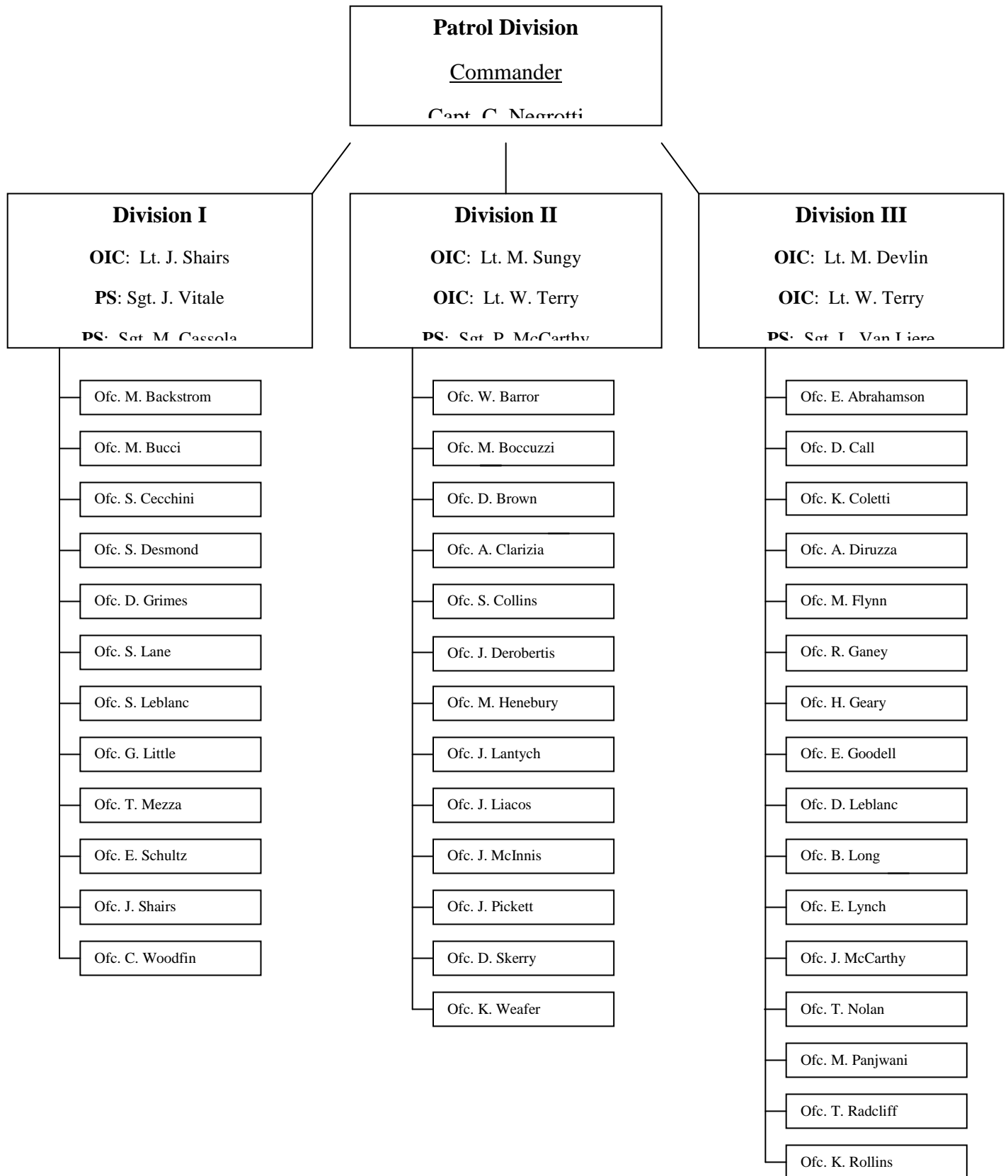
DEPARTMENT GOALS

- Enhance Safety for Our Citizens
- Ensure Professional and Respectful Police Services
- Be Accountable to the Community
- Encourage Community Involvement
- Educate and Inform our Citizens
- Maintain An Effective Police Presence in our Schools
- Provide Great Leadership at Every Level

ORGANIZATIONAL CHART





PATROL DIVISION

PATROL DIVISION

The patrol component of Beverly Police Department represents the largest and most visible aspect of police services, and is the frontline in the battle between law & order and those who would compromise such. Beverly Police patrol officers are highly trained, competent professionals who must rely on their specialized skills daily to overcome tough and tense situations. Each patrol officer understands that he or she may be asked to make a split-second, life or death decision in order to protect the public that he or she serves, and that such decision will be scrutinized endlessly. Society rightfully expects a very high level of service and performance from patrol officers, and the Patrol Division of the Beverly Police Department continuously strives to provide professional, high quality police service our citizens.

The Beverly Police Department continues to embrace the Community Policing approach to law enforcement. We continue to meet with citizen groups in all neighborhoods of the city, as this allows police officers to interact with citizens in an informal group setting, and to focus on neighborhood concerns that police need to be aware of. The Police Liaison program, implemented a few years ago in specific areas such as the airport, elder services, hospital, and public housing has been significant in focusing police attention on targeted problems. The department continues to conduct Directed Patrols, which rely on comprehensive statistical analysis of specific geographical areas along with citizen input to allocate patrol resources to where they are needed most. Directed Patrols require patrol officers to provide visible and frequent proactive patrols with the purposes of both crime prevention and criminal apprehension. Saturation Patrols are another method of policing that we have utilized with great success. Saturation Patrols are similar to Directed Patrols in that they target a specific area. Saturation Patrols have numerous officers concentrate patrol activities in a geographical problem area. They can be uniformed or plain-clothed officers, using cruiser, foot or bicycle patrols. Saturation Patrols create a police omnipresence to apprehend criminals and prevent criminal activity. Both Directed Patrols and Saturation Patrols have been effectively deployed by the Beverly Police Department to address problems such as liquor establishment disturbances, disorderly off-campus college houses, motor vehicle break-ins and seasonal problem hotspots such as parks, playgrounds and the waterfront.

The Beverly Police Patrol Division is comprised of three divisions: Division I (nights), Division II (days) and Division III (evenings). Division II and Division III receive additional assistance from the Traffic Department which operates from 7:30 am to 11:30 pm. During an average shift, each Division is commanded by one Officer in Charge (Lieutenant), and one Patrol Supervisor (Sergeant). These supervisors are responsible for ensuring immediate police response to emergencies, preliminary investigation of criminal activity, directed patrol, identification and apprehension of criminal suspects, etc., by the patrol division.

FY2012 saw the Patrol Division respond to **22,893** calls for service. Division I personnel responded to **7,281** calls for service, Division II personnel responded to **7,159** calls for service, and Division III personnel responded to **8,453** calls for service. Additionally, patrol officers made **558** arrests, place **98** people in protective custody, and answered **1,642** alarms.

CRIMINAL INVESTIGATION DIVISION

The Criminal Investigation Division (CID) of the Beverly Police Department provides investigative services to the citizens of our community, as well as support to the Patrol Division.

The division consists of a Detective Lieutenant, who serves as the Commander, two Detective Sergeants, three detectives and a juvenile detective, who also serves as the School Resource Officer. The Division Commander is responsible for the coordinating, supervision and directing of the investigations conducted by the detectives within CID. The Sergeants are day and evening supervisors, with the day supervisor also handling the duties of the Court Liaison Officer. Internal Affairs Investigations fall under the direction of the CID Commander as well.

The responsibilities of CID include, but are not limited to, the investigation of all major crimes committed in the City of Beverly, including homicide, unattended or suspicious deaths, sexual assaults, arson and assault and batteries causing serious injury; the investigation of narcotic activity within the City; the investigation of property crimes and recovering of stolen property; the registration monitoring of all sex offenders within the state's SORB; and working in conjunction with any other outside agencies, whether they are local, state or federal law enforcement agencies. CID also identifies, interviews and/or questions suspects and witnesses, collects and preserves evidence, and prepares cases for prosecution in district, superior and federal courts.

In January 2012, Police Chief Mark Ray began a reorganization of CID. In March 2012, a complete transformation was made, with all previous detectives transferred to patrol division. In doing so, the department's first female detective was made. By transferring experienced personnel back into the patrol division, the goal was to have those detectives share their expertise with other members of the department. New detectives received extensive specialized training in various fields such as Homicide and Crime Scene Investigation, Sexual Assault Investigation, Photography, Fingerprinting and Narcotics Investigation.

SERVICES DIVISION

The Services Division provides a multitude of services that complement the Patrol and Criminal Investigation Divisions and coordinates community relations for the Beverly Police Department. Within the division are the Domestic Violence Unit, the Crime Analysis Unit, the Public Information Unit and the Training Unit. The division is also responsible for fleet maintenance, equipment management, training, and other areas that support the Patrol and Criminal Investigation Divisions.

FY2012 was a busy and productive year for the Services Division. Programs that had been initiated in years past continued to flourish and new programs were instituted.

The department continues to embrace new technology in an effort to provide our citizens the best service possible and make communicating with citizens more efficient:

- The Crime Analysis Unit now provides weekly CompStat reports to the command staff. The CompStat model is a management process within a performance management framework that synthesizes analysis of crime and disorder data, strategic problem solving, and a clear accountability structure. Ideally, CompStat facilitates accurate and timely analysis of crime and disorder data, which is used to identify crime patterns and problems. Based on this analysis, tailored responses are implemented through rapid deployment of personnel and resources. An accountability structure is key to ensuring the analysis is acted upon and the responses are implemented correctly as well as assessing whether responses are effective in reducing crime and disorder.
- The Beverly Police website continues to be updated on a regular basis to provide residents with the most up to date information as possible. The forms that were added last year to allow residents to more easily submit tips and request reports are now being used on a regular basis and we have received over 50 web tips since December.
- The Beverly Police continue to provide an app, available for iPhones and Android phones, to allow citizens to easily communicate with the police while on the go. Features include one touch phone calls to the department, immediate directions to the police station from your current location, and readily available forms for submitting tips, commendations, or concerns.
- The department continues to use Swift911, a reverse 911 emergency notification system used to update citizens with important information during critical incidents or whenever necessary. The police department was able to use this system in November 2011 to identify the victim of stolen property recovered by an officer, which then led to the arrest of the male and female found in possession of that property, who were responsible for numerous motor vehicle break ins.
- The department also continues to use social media such as Facebook and Twitter to provide information and communicate with our citizens. We are working to create a social media team, a group of officers dedicated to communicating with citizens and providing important information around the clock.

DOMESTIC VIOLENCE

The Beverly Police Department's Domestic Violence Unit was established in 2002 in response to the growing epidemic of domestic violence cases within the City of Beverly. Our first response was to enter into collaboration with **H**ealing **A**buse **W**orking for **C**hange (HAWC) in order to enhance the delivery of services to victims of domestic violence, stalking and sexual assault within the city.

Our main goal has always been victim safety and offender accountability, with victim safety being paramount. The domestic violence unit provides specialized domestic violence training to all sworn and reserve officers as well as to community partners. We have gone from having no specific services within the city for victims of domestic violence to having a specialized domestic violence Sergeant in charge of the unit and two domestic violence Advocates.

Advocates provide free supportive and confidential services to victims, including crisis intervention, shelter placement, 1-1 counseling, 24 hour hotline, legal advocacy, community education as well as on call advocates 24/7.

Our Coordinated Community Response includes being a part of the Salem High Risk Team, a team comprised of department heads from within the criminal justice system (i.e. Probation, Police, Prosecution, Family court, House of Corrections, victim witness advocates, and HAWC advocates). This team's goal is to flag cases that have a high likelihood of homicide in order to put preventive measures in place to enhance victim safety and deter a potential homicide.

We have established a Sexual Assault Response Team which is a dedicated team of officers, detectives and advocates who are specially trained in sexual assault response and investigation and respond to every sexual assault incident.

The City of Beverly's Police Department is meeting the challenges of this epidemic by providing specialized training to officers and the community as well as educating victims of domestic violence, stalking and sexual assault on what their options are and the relief available to them through our specialized office.

In an attempt to try to address some of our client's economic needs, we held the first of what we hope will be an annual fundraising event in February 2012. The goal of the **Make a Difference Give Hope fundraiser** was to raise money to assist with purchasing food vouchers, toiletries and basic needs for the victims we serve. This fundraiser was a success bringing in over **\$5,000** and raising awareness about the issues the victims we serve face.



DOMESTIC VIOLENCE UNIT		
Case Characteristics	FY2011	FY2012
Domestic – Verbal Argument	254	258
Domestic – Drunkenness	10	16
Domestic – Abuse/Neglect	43	40
Domestic – Abuse/No 209A	124	141
Domestic – Abuse 209A Violation	48	46

TRAFFIC & SAFETY

The Traffic Division is comprised of **2** full-time employees and **4** part-time employees. The Traffic Division is supervised by Sgt. Russ Rollins. Of the **5** other employees, **1** is assigned to traffic enforcement, and **4** are assigned to the Parking Meter Enforcement Unit.

Traffic Accidents

The Beverly Police Department investigated **761** motor vehicle accidents in FY2012, an increase of **6** from **755** in FY2011. Of those accidents, **103** involved personal injury, **1** involved a fatality, and **664** were just property damage related.

Hit and Run

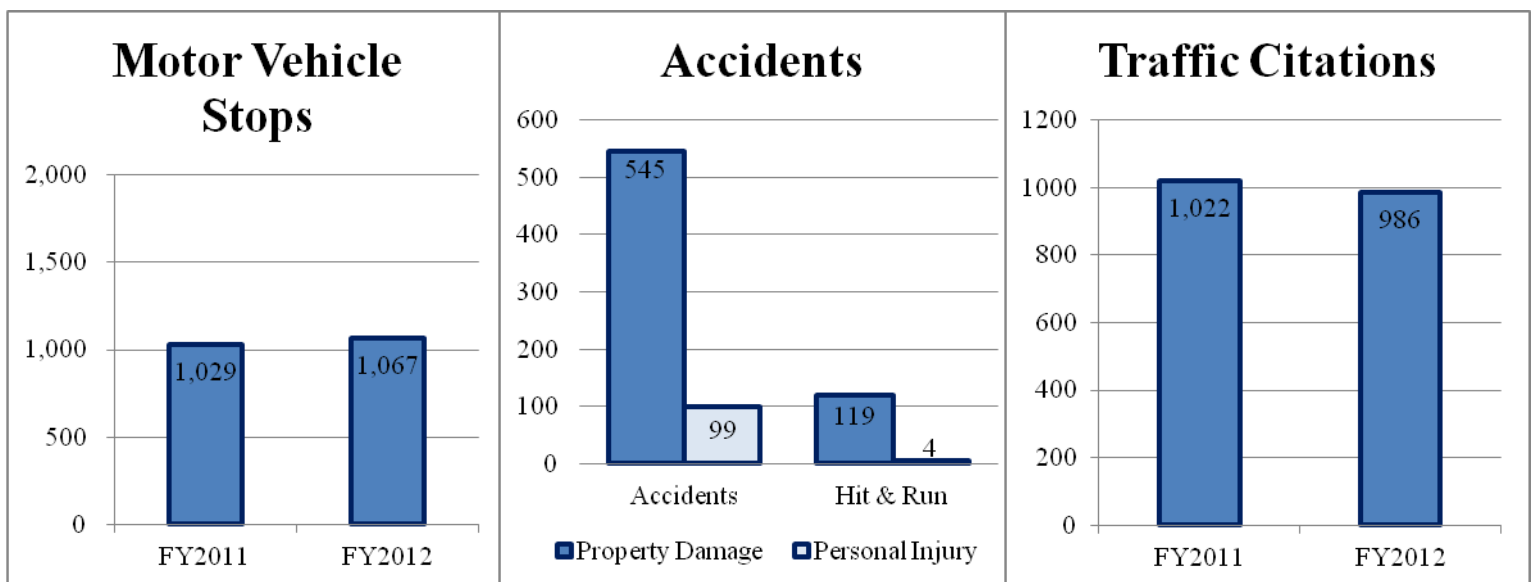
In FY2012, **123** hit and run traffic accidents were reported to the Police Department, a **(16%)** decrease from **146** in FY2011. Of those accidents, **4** resulted in personal injury, whereas **119** were related to property damage.

OUI (Operating Under the Influence) Enforcement

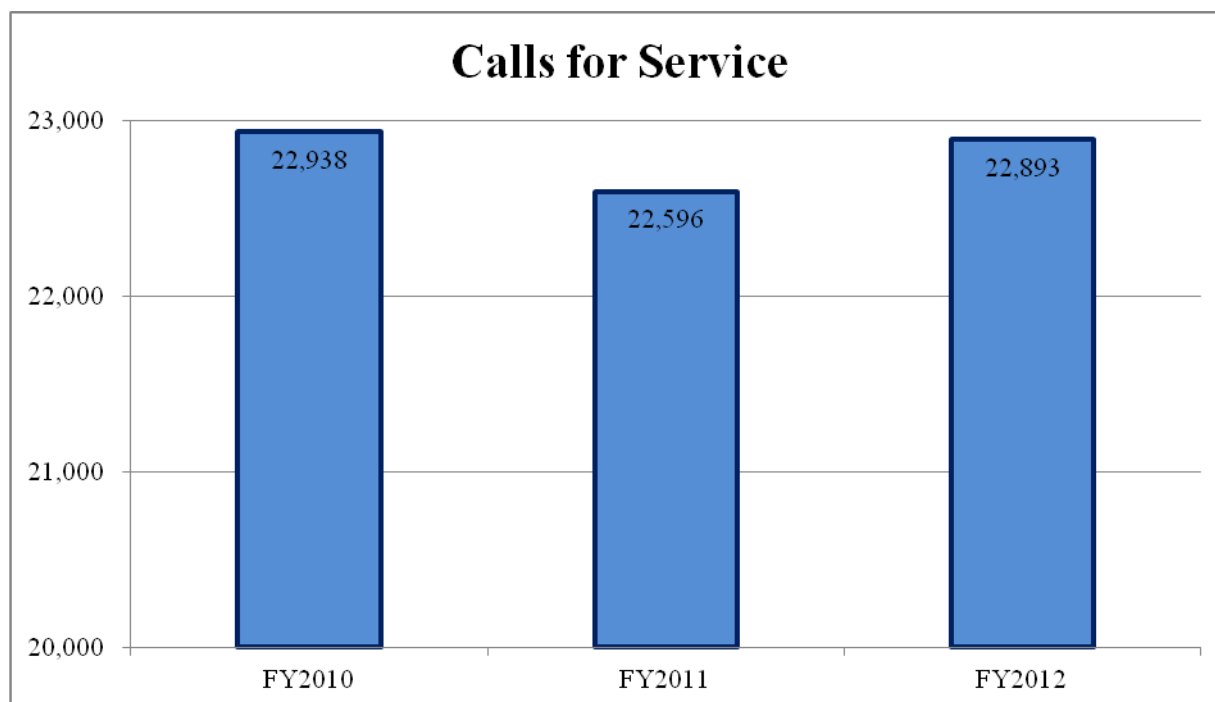
The Police Department engaged in cooperative saturation alcohol enforcement patrols during the past year while participating in the Safe Streets Program. As a result of those enforcement efforts, a total of **36** OUI arrests were made in FY2012, a decrease of **23%** from **47** in FY2011.

Traffic Citations

The Beverly Police Department issued **986** traffic citations in FY2012, a **(4%)** decrease from **1,022** in FY2011. This is, at least partially, due to the traffic unit losing one officer during FY2011.



FISCAL YEAR 2012 CRIME DATA

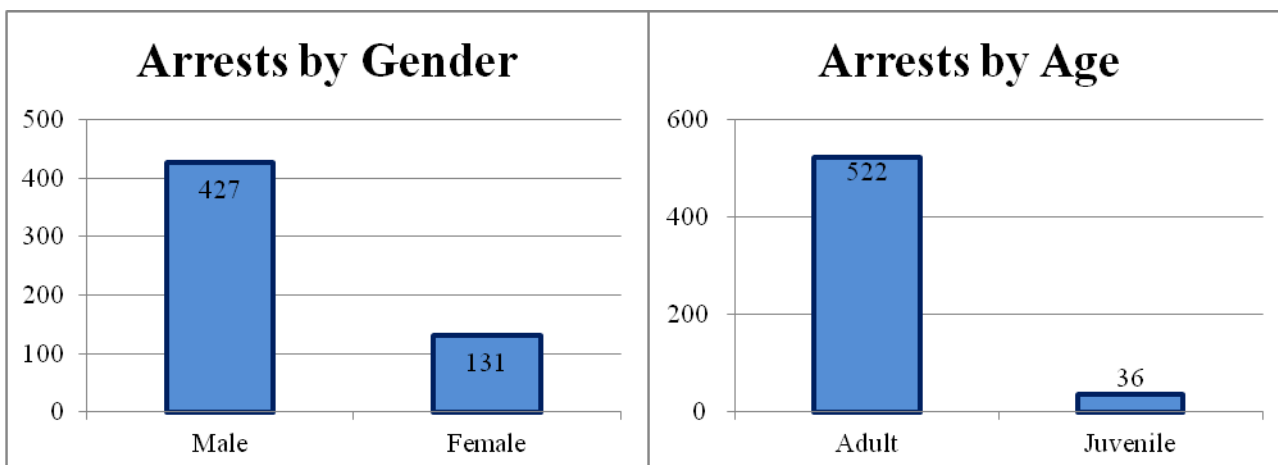


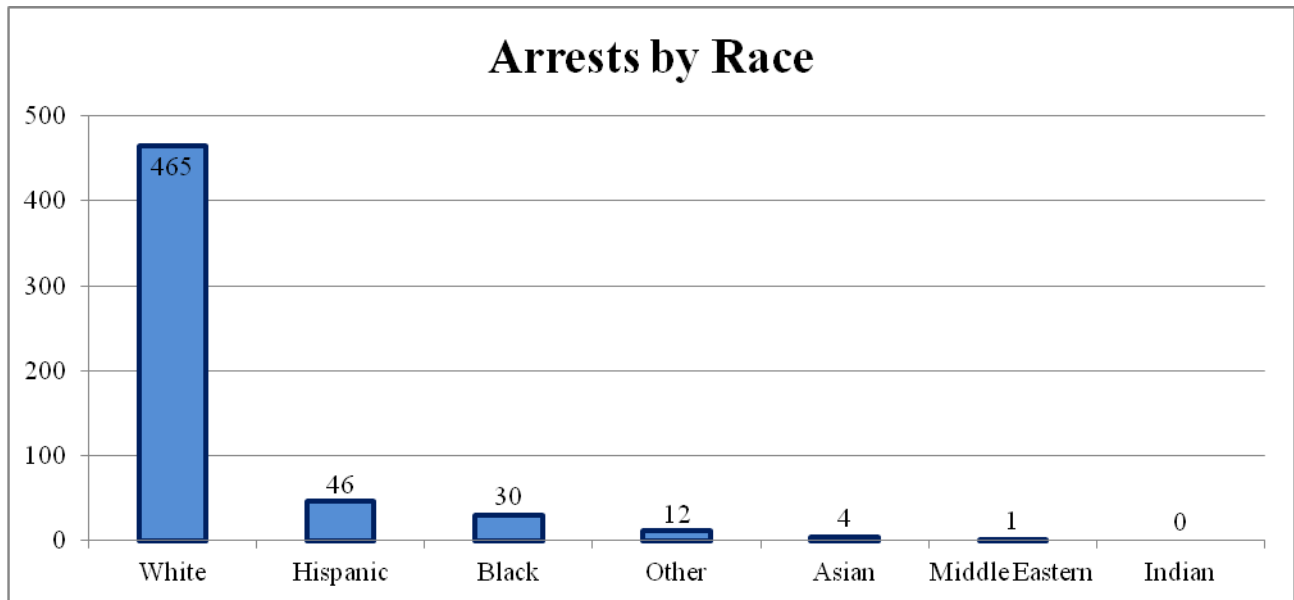
TOP TEN SERVICE CALLS FY2012		
Description	Calls	Chg From FY11
Medical	1,908	+10
Disturbance	1,665	+39
Alarm	1,642	-240
Suspicious Activity	1,348	+39
Motor Vehicle Stop	1,067	+38
Motor Vehicle Accident	761	+6
Check Well Being	608	+73
Domestic Violence Incident	516	+27

Assist Citizen	420	-12
Parking Complaint	318	-322

FISCAL YEAR 2012 ARREST DATA

TOP TEN ARREST CHARGES		
Charge	Arrests	Chg from FY11
Warrants	254	-53
Assault & Battery	100	+4
Disorderly Conduct	44	-16
Drug Possession, Class B <i>*Popular Class B drugs include Cocaine, LSD, Ecstasy</i>	24	-7
Resisting Arrest	23	-10
Operating Under the Influence of Liquor	22	-19
Destruction of Property	22	+3
City Ordinance Knife Violation	18	-5
Disturbing the Peace	18	+9
Threat to Commit a Crime	18	+6



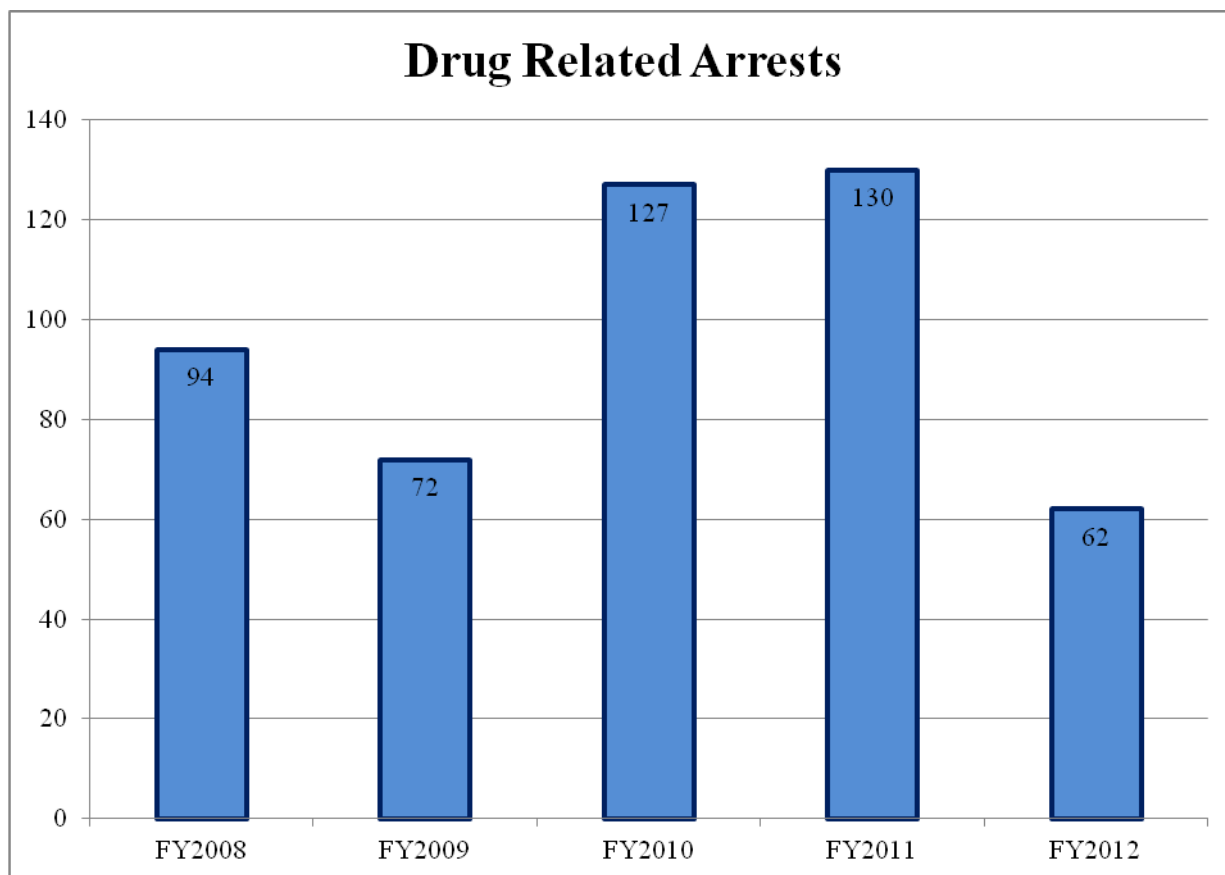


DRUG ARRESTS

Drug related arrests decreased **52%** in FY2012, from **130** in FY2011 to **62**. This decrease is at least partially due to the transition that occurred in the criminal investigation division where the two drug detectives were rotated back into patrol and two new officers from the patrol division were assigned to the drug unit.

There were **49** males arrested for drug related charges in FY2012, compared to **13** females and **59** adults, compared to **3** juveniles. A charge of Drug Distribution was involved in **53%** of the 62 arrests in FY2012, with the popular drugs of choice at this time being Cocaine and Heroin. The Narcotics Unit continues to work with the regional drug task force and assists with numerous arrests all over Essex County.

A vast disparity can be observed when looking at the time of day arrests have been made on drug related charges. The hours of 4pm to Midnight account for **60%** of all drug arrests, while **38%** of drug arrests take place between 8am and 4pm and **2%** take place between 12am and 8am.



VIOLENT CRIME DATA

In FY2012, calls for service involving violent crime in the City of Beverly increased **10%**, from **238** incidents in FY2011 to **262**. Compared to the last five years, violent crime in FY2012 was **11%** above average. Overall, the Beverly Police Department charged **218** people with violent crimes including **134** arrests (down **11%**) and **67** warrant applications (up **20%**).

Assaults

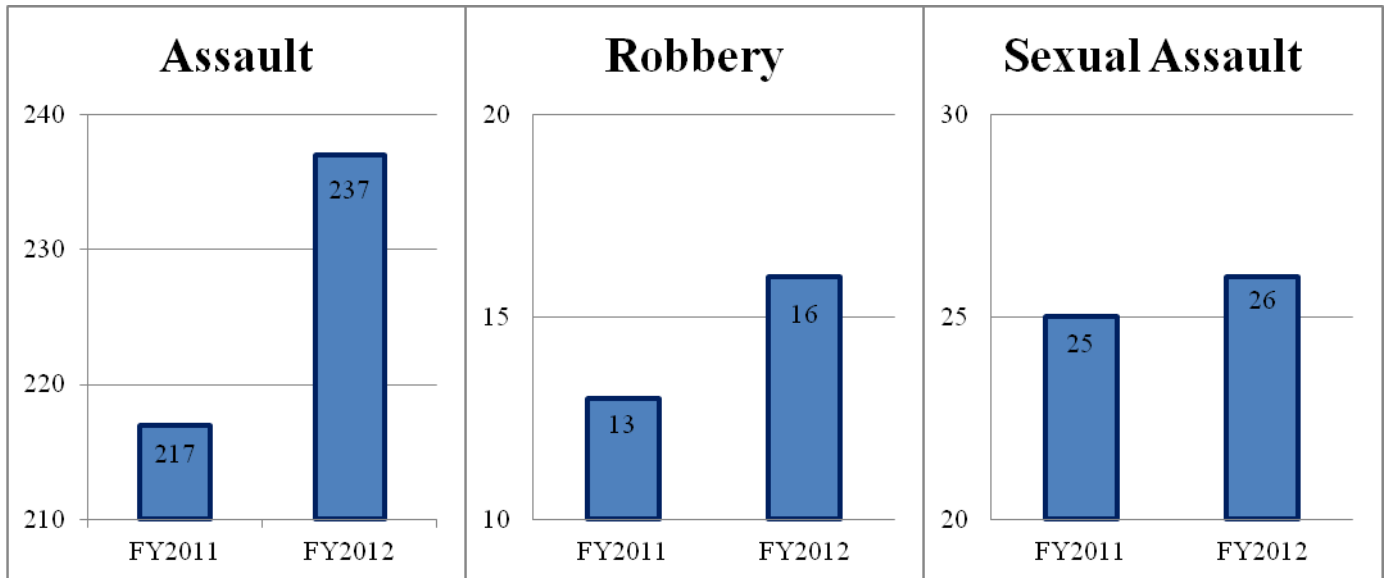
In FY2012, incidents involving assault increased **9%** from **217** in FY2011 to **237**, **13%** above average compared to the past five years. The Beverly Police Department made **133** arrests (down **7%**) and applied for **60** warrants (up **9%**) in incidents involving assault.

Robbery

The increase in violent crime included an increase in robberies in FY2012. While the increase in overall robberies was slight, up **3** from **13** in FY2011 to **16**, there was significant increase (**150%**) in armed robberies from **4** in FY2011 to **10**.

Rape/Sexual Assault

Reports of sexual assault increased in FY2012. In FY2011 there were **25** reports of sexual assault in Beverly compared to **26** in FY2012.



PROPERTY CRIME DATA

In FY2012, the City of Beverly experienced a **13%** increase in overall property crimes, from **776** incidents in FY2011 to **874**, **12%** above average compared to the past five years. This comes after a decrease of **16%** from FY2010 to FY2011.

Burglary

The number of burglaries increased **26%** from **113** in FY2011 to **142** in FY2012. This is more than double the percentage increase observed between FY2010 and FY2011. In comparison to the past five years, 142 burglaries are **20%** above average.

Larceny

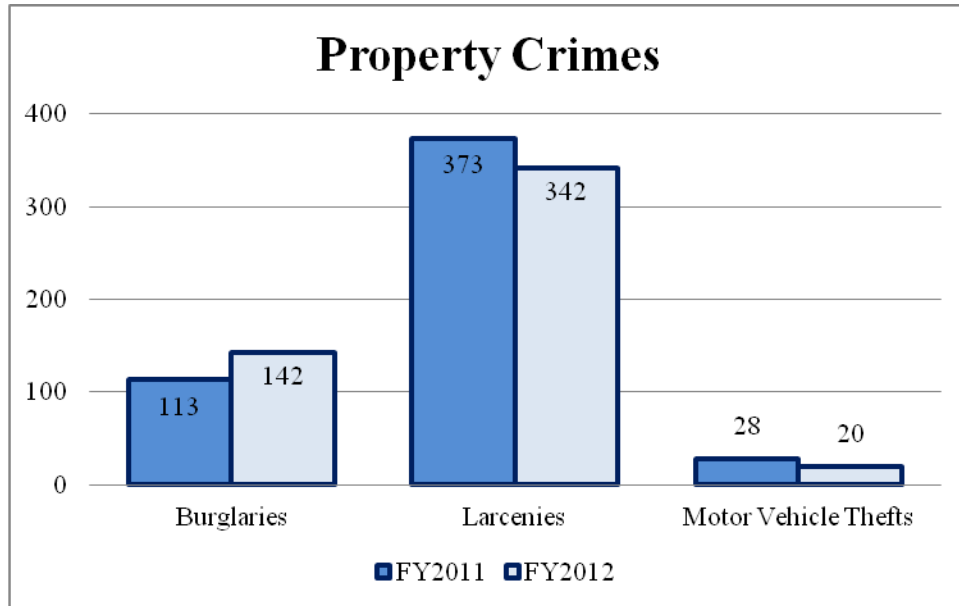
In contrast to burglaries, the number of larcenies reported decreased **8%** from **373** in FY2011 to **342** in FY2012. This is 4% below average compared to the past five years.

Motor Vehicle Thefts

After a slight increase in FY2011, motor vehicle thefts decreased 29% from **28** in FY2011 to **20** in FY2012. Compared to the past five years, motor vehicle thefts in FY2012 were **31%** below average.

Arsons

There were **2** incidents of arson in FY2012, down **1** from FY2011. This is consistent with the average of the last five years.



JUVENILE CRIME DATA

Juvenile Arrests

Juvenile arrests in FY2012 increased 57%, from **23** in FY2011 to **36**. Of the **36** juvenile arrests in FY2012, **56%** occurred between the hours of 4pm to Midnight. In contrast, the hours of Midnight to 8am accounted for only **11%** of all juvenile arrests.

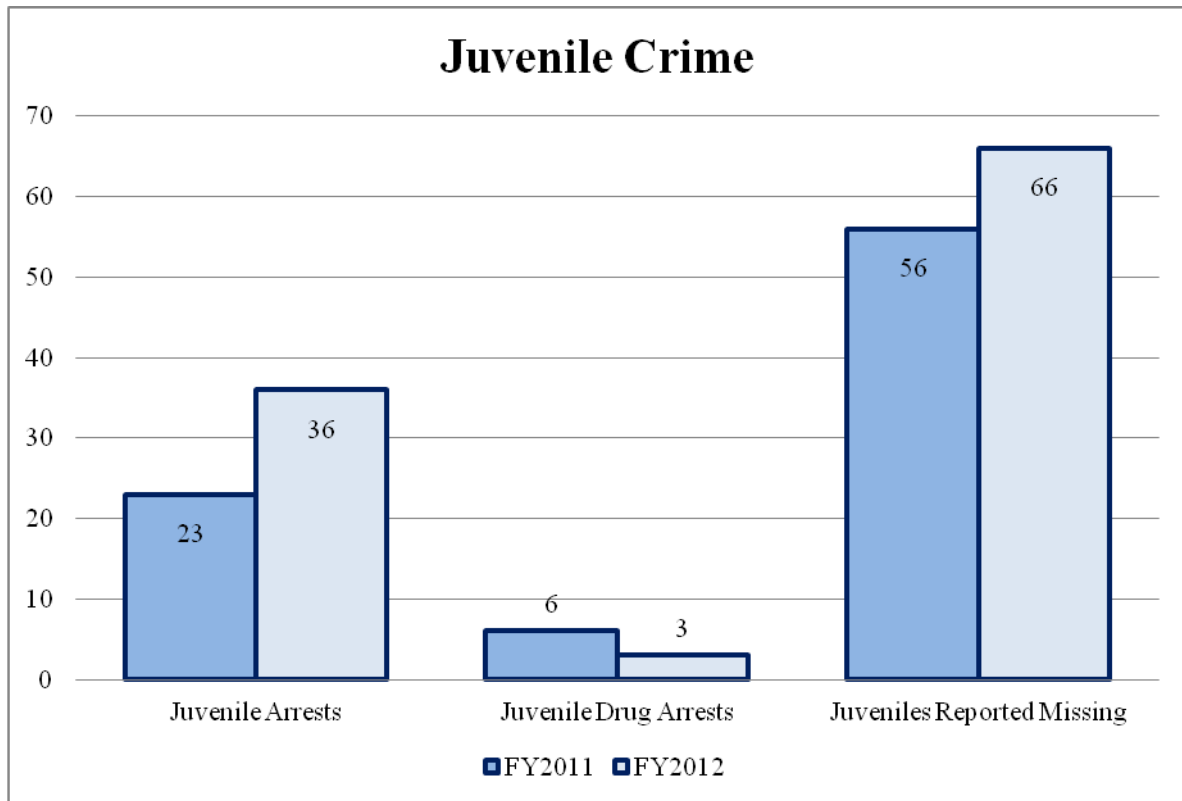
Juvenile Drug Arrests

After a significant increase FY2011, juvenile drug arrests decreased **50%** in FY2012, from **6** FY2011 to **3**.

Juvenile Missing Reports

Halting a downward trend, the number of juveniles reported missing increased **18%** in FY2011. There were **56** reports of missing juveniles in FY2011 compared to **66** in FY2012.

The Massachusetts Department of Children and Families operates several group-homes in the City of Beverly. These state-run facilities house and assist juveniles in need of services, and account for the majority of missing juvenile reports in our community.



HARBORMASTER

Harbormaster - Daniel G. McPherson

Deputy Harbormaster – Mark Souza

Assistant Harbormasters - Ten part-time seasonal employees

The Beverly Harbor Department consists of two full-time employees and ten part time seasonal employees. Beverly harbor is active year round with diverse marine related activities. Commercial fishing still plays a vital role in the harbor and local community. Nearly one thousand recreational boaters enjoy Beverly as their hailing port each year. Beverly Harbor offers a variety of services including transient services for domestic and foreign flagged vessels, pump-out facilities, transient moorings, rental slips, fuel and marine store services, hauling capabilities and various marine related services.

The Beverly Harbormaster's Department oversees 12.5 miles of coastline, including waters in the Danvers and Bass Rivers. These waters also include the water surrounding Great Misery Island, Little Misery Island, and Bakers Island. The Harbormaster's area of response extends off shore past these islands and within the local harbor and rivers. The Harbormaster handles all permits for vessels moored in city waters, tied at slips or seasonally rack stored on waterfront property with launching capacity. Harbor and mooring regulations were created to ensure safe navigation within the community waterways. The Harbormaster's Department also inspects private mooring systems to ensure issuance of and compliance with terms of city mooring permits. These regulation manuals are available at the Harbormaster's office. Specific objectives of the harbormaster department are to maintain a physical presence by patrolling the harbor and waterfront areas. The Beverly Harbormaster's Department works to keep Beverly Harbor safe, by enforcing local and state boating laws and safety regulations. Harbormasters are also responsible for coordinating and assisting in medical aid, water rescues, and emergency evacuations. Members of the harbormaster department maintain certification in first responder and CPR as required in Chapter 111, Section 201 of Massachusetts General Laws in addition to other law enforcement and marine related skills and trainings. Harbormasters are the first line of defense and considered municipal guardians of the waterfront.

Typical daily operations include harbor management, mooring management, public education, and enforcement of state laws, statutes and regulations. Duties also include search and rescue operations as well as medical aid service. In such a wide range of duties, they must work closely with other departments in their community including Beverly Fire, Beverly Police, Civil Defense, Homeland Security as well as the Massachusetts Environmental Police and the United States Coast Guard.

The Harbormaster department provides assistance year round to commercial vessels as well as the many pleasure boats that use and enjoy Beverly waters throughout the year. In this past year the Harbormaster department has responded to over 250 calls for service and over 125 incidents ranging from medical assistance and law enforcement arrests, to sinking vessels with persons in the water.

Community events created and sponsored by this department include Santa's arrival to the Harbor Center via lobster boat and the Annual Homecoming Lobster Boat Races. The Harbormaster department also provides safety and security zones for permitted marine events including 4th of July and Homecoming fireworks displays. The community outreach of this department is to also provide boat safety education courses each spring in conjunction with the Massachusetts Environmental Police at the Jubilee Yacht club for the public free of charge.

Recently, the Harbormaster Department has used the proceeds from an environmental protection settlement, which resulted in the upgrading and installing transient moorings in the Great Misery Island area. These moorings are environmentally friendly and have helped an area with once deteriorated eelgrass beds to recover and flourish. We are currently working with various state agencies in an attempt to bring another twenty five to thirty environmentally friendly mooring to Beverly waters.

To date, this department has collected over \$88,000 in mooring/slip permits for over 650 boats. The Harbormaster has also taken over the billing and administrative functions for the municipal commercial and recreational marinas. The Harbormaster Department has collected over \$120,000 in recreational and commercial lease activity to date from these marinas. Other fees collected total \$8,000 for dinghy and miscellaneous storage.